



"Moving to a care home was not an easy decision to make for the family, but the level of care and attention we received made the whole situation much easier to cope with."



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"The staff were consistently competent, kind, loving and cheerful with my mother and with the entire family."



Your everyday needs

Around the Home

It may take a little while to become familiar with your new surroundings but we hope the colour schemes, different areas and points of interest, will soon help you to feel orientated.

Communal dining rooms, kitchens, lounges and recreational areas inside the Home, gardens and outdoor grounds, are designed and maintained for your enjoyment. We encourage all our residents to make full use of these spaces whenever they wish.

Food and drink

The communal dining areas are open every day for meals, offering a choice and variety of dishes. Shared mealtimes provide an opportunity to meet and socialise with other residents, build friendships and catch up on news from around the Home. You can find meal times and menus displayed in and around the dining areas.

Our menus are designed and prepared by expert catering staff to offer a tasty, healthy and balanced diet to encourage and support your wellbeing.

Good nutrition is crucial for people of all ages. A balanced diet helps to minimise potential health problems and can speed up recovery following episodes of illness.

We encourage our residents to contribute ideas and suggestions to the meal plans; if there is something special you would like to see on the menu, please do let us know.



"My father joins in the activities and the staff are so welcoming and friendly. I have nothing but praise for everyone for giving my father his life back."

Our chefs will always do their best to cater for any special dietary requirements. If you have a food query or special dietary requirement, please speak to the Head Chef or to your Key Worker.


Tea and coffee are available throughout the day in the communal areas. In addition, refreshments are available in the kitchenettes so that you and your guests can make drinks and snacks at any time.

Birthdays and special occasions can also be catered for by pre-arrangement; please discuss any special requests in advance and we will do our very best to make your event a special occasion.

Alternatively, you can take snacks in your room at a time that suits you. Meals can be brought to your room if required, for example during periods of illness.







"I have never known such kindness and devotion as that shown to my husband during his stay, particularly during the last few weeks of his life."

Laundry and room cleaning services

We provide laundry and housekeeping services and assist with washing and ironing to help make life easier. We will also help to keep your room clean and tidy.

To assist us, we ask that all clothing is clearly labelled to prevent confusion with personal items. Please label clothing as soon as possible when moving into the Home. Cleaning will be carried out at a mutually convenient time.

Shopping and newspapers

Small personal items such as toiletries, sweets and stationery, can be bought from the on site shop. Regular shopping trips are also arranged as part of the activities programme.

Newspapers can be ordered through the Admin Team or at Reception, using a signed Newspaper Form which you can find at the back of this pack.

Personal communications

In addition to the telephone point in your room, you can set up an account to receive messages at Reception. Internet access is also available in the communal area via a shared computer, or you can set up your own broadband service in your room.

There is a box for residents' outgoing post situated at Reception; please check collection times at the Reception desk.

Residents' Fund

The Home operates a Residents' Fund. This provides you with your own account, so that small items like hairdressing and newspapers may be paid directly to the provider without the need for any cash or visits to the bank. If you would like to set up a resident account, please complete the enclosed Personal Expenses Account Form and hand to a member of the Admin Team. Please note an initial balance is required to open an account.

Always here for you

At your Home, we have a variety of highly trained and qualified staff with clearly defined roles. They are on hand each day and night to meet your individual care needs.

All staff wear name badges so they can be easily identified. A list of key staff members and their roles, can be found at the main information points in the Home.

You will be assigned your personal Key Worker who will always be your first point of contact. Any issues should be raised with your Key Worker in the first instance, or with a member of the Management Team.

Key workers are supported by a group of link workers from the care team, made up of Care Support Workers Level 1 or 2. Link workers are responsible for the delivery of care, ensuring care plans are effectively followed and any issues or concerns are identified and appropriately dealt with. Each link worker will be responsible for no more than three people living in the Home.





Some of the key staff teams include:

Management Team

Your Home Manager and Deputy Home Manager are highly experienced in delivering and overseeing care for older people.

The Management Team is responsible for the general running of the Home. They ensure the highest quality of care is delivered and that our residents' individual needs are met through effective management of staff and resources.

Administration Team

The Admin Team includes the Business Relationship Manager(s), Receptionist(s) and Administrative Assistant(s), who are responsible for all administrative and financial systems within the Home.

They are the first point of contact for all telephone calls and visitors, as well as processing admissions and residents' fees.

Care staff

In addition to your Key Worker, care staff are made up of Registered General Nurses (if a nursing home) or Shift Leaders, supported by Care Support Workers. Together they ensure that excellent care is provided on a day-to-day basis to meet your personal care needs.

Maintenance and domestic staff

Maintenance and domestic staff ensure your room, the communal areas and grounds are properly maintained, kept clean and tidy.

Visitors always welcome

Your friends, family and guests are welcome to visit you at the Home at any time. In case of an emergency, visitors are kindly asked to sign the guest book on their arrival and when they depart.

Enjoy meals together

For a small charge, family and friends are very welcome to join you for a meal. Please give at least 24 hours notice to the Receptionist who will book guests in with the kitchen.

Guest accommodation

Your guests may also be able to stay overnight by prior arrangement, depending on room availability. Please discuss your requirements with your Key Worker.

Communal spaces

Your family and friends are encouraged to make use of all communal indoor and outdoor spaces at your leisure.

If you are planning for a special occasion or a large gathering, we will be happy to allocate a private room or area with advance notice. We will also do our best to help with any additional arrangements such as catering.

Getting involved

Your friends and family are invited to a variety of social events throughout the year. In addition, your relatives may also like to be more involved with the Home through our Association of Friends, see page 18.





"Sometimes the power of words can describe how wonderful something is but the reality of your outstanding care goes further."

Care for body and mind

Registered health practitioners

Health practitioners are available either at regular visiting times or by arrangement. These may include:

- Doctor
- Physiotherapist
- Chiropodist
- Dentist
- Optician
- District nurse

For GP times and arrangements, check the information boards at Reception or ask your Key Worker. Practitioners will also be arranged on your behalf where required. Arrangements are made on request.

If you are already registered with a local GP, you may continue to see your own doctor if you wish; speak to your Key Worker to make an appointment.

Hairdressing, grooming and pampering

Our hairdressing salon and professional hairdressers cater for women and men's hair and grooming needs. For salon hours and to make an appointment, please talk to your key worker or check the Information Point at Reception.

In addition, manicures or hand and foot massages may also be offered. Details can be found in the salon, in the activity programme and at the Information Point.

Spiritual care

Your Home will offer regular religious services and may have its own chapel; for details of denominations and service times, please see the activity programme and Information Points.

We will do our best to support you with the practice of any faith by facilitating your attendance at meetings outside the Home, or by helping to put you in touch with a local group.



"I am very happy here because it is like being in my own home but with the knowledge that if I need help in any way, it is here for me."



Get involved in the action

Social activities and events are an important aspect of life at the Home.

We provide a range of social and leisure activities, to help stimulate, motivate and support residents to have access to different environments. You will find details of all planned activities and outings in the Activities Programme, available at the Information Points and distributed regularly in the communal areas.





Activities Coordinator(s)

The Activities Coordinator is a dedicated individual at each RMBI Care Co. Home (in some cases two individuals) responsible for organising activities.

Group activities

A wide variety of activities are arranged with and for residents. These include outings to places of interest, social events, arts and crafts, films and talks, entertainment, gentle exercise, cooking, games and reminiscence sessions.

You are encouraged to join in as many activities as you wish. You may also request an activity, or even take on the organisation of an activity, for example a weekly card game.

Library and audio equipment

The Home has a well-stocked library including talking books and may also have a dedicated activity room. There are also large-screen televisions and facilities for watching films and playing music in the communal areas.

Personal interests

In addition to planned activities, you will be actively supported in the pursuit of your own personal interests. So whether you like bird watching, gardening or puzzles, you can continue to enjoy your hobbies and favourite pastimes at your new Home.

Short breaks

You can stay for up to two weeks at another RMBI Care Co. Home where there is availability; please arrange in advance. A break can provide a change of scenery and a chance to meet other people. It could be an opportunity to have a short holiday by the coast or accommodation near to a friend or relative you may like to visit. Please discuss with your Key Worker or a member of the Admin Team.

Extending the welcome

Association of Friends

Your Home is supported by a group of Masonic volunteers from local Lodges, known as the Association of Friends.

The Association of Friends works in many ways to help enhance your quality of life. The group carries out fundraising activities, organises residents' outings and entertainment, funds vehicles and additional items for the Home and garden.

The Association of Friends also offers friendship to residents. Members visit the Home regularly to spend time with residents. They may run an on-site shop or hold a regular coffee morning, details are included in the Activities Programme. They are always happy to have a friendly chat and can also help you with your own activities or interests.

The Association of Friends warmly welcomes new volunteers. If you or a family member would like to get involved, please speak to the Home Manager who will put you in contact with someone from the Association of Friends.

Good Neighbour Lodge

Men who would like to continue their involvement in Freemasonry and/or attend Lodge meetings, but who are unable to travel to their regular Lodge, are invited to join the Good Neighbour Lodge.

For a small annual subscription, you can continue to meet regularly with Brethren and participate in Masonic activities.

Your Home may also have a connection with a local Lodge for regular meetings.





"The Association of Friends are very helpful in providing leisure facilities and entertainment for the residents – we look forward to their visits."

Keeping you safe

Emergencies

A call system is in place in all rooms for your safety, security and reassurance.

In an emergency the call system should be used and the nearest member of staff (of any grade) contacted.

In the unlikely event of an emergency such as a fire, staff at your Home will work to approved procedures for your safety and protection.

Fire exits are clearly marked. All recommended equipment is in place for your safe evacuation, giving you complete peace of mind.

Safeguarding

Your wellbeing and safety is our top priority. We have clear policies and procedures in place to safeguard you and staff from any form of abuse.

What is abuse?

Abuse is when someone does something wrong to you that hurts you, frightens you or makes you unhappy. There are different kinds of abuse.

- Physical abuse – when someone hurts you, for example hitting, kicking, biting.
- Sexual abuse – when someone touches you in ways you do not like or want.
- Emotional abuse – when people talk to you in unkind ways. For example, threatening, swearing or shouting.
- Financial abuse – when people take or control your money or things without your permission.
- Neglect – when people who are supposed to help you don't look after you properly. For example, not giving you enough food, not keeping you warm and safe, not giving you medication or taking you to the doctors if you are ill.
- Discrimination – when people treat you badly or unfairly because of a disability, colour of your skin, religion, gender, age or sexual orientation.

“The residents are treated with respect, understanding and courtesy at all times. Nothing is too much trouble for the staff who are truly dedicated to those in their care.”



If these things happen to you or your friends, you should tell someone you trust as soon as possible. You could tell:

- Your Key Worker or the Home Manager
- A family member or a friend
- A nurse or social worker
- An advocate or advocacy group

Once you have told someone you trust they must tell the Home Manager, who, in turn, will look into your concerns and alert the relevant authorities. They will take appropriate action to make sure you are safe and supported.

Abuse is always wrong and should not happen. We are committed to safeguarding and protecting you from all forms of abuse or neglect.

If you would like to see copies of RMBI Care Co's policies and procedures on safeguarding, please ask the Home Manager who can provide you with a copy.

Respecting our staff

In addition to safeguarding you, we are also committed to protecting the safety, dignity and respect of our staff from incidents that could cause hurt, alarm or distress.

We will not tolerate aggressive, abusive or discriminatory behaviour. Please treat our staff with the same courtesy and respect you would expect to receive from them. If you or your family are violent, abusive or threatening towards our staff, we may need to take action, following our charity's policies and procedures.



Everyday health and safety

Smoking

Smoking is a serious fire and health and safety risk, both for smokers and for non-smokers. In compliance with the Smoke Free Regulations 2006, we aim to provide a safe, smoke-free environment for residents, relatives, staff and visitors to the Home.

To ensure the health and safety of all people in our Homes, smoking is not permitted anywhere inside the Home. We will only support smoking in designated outdoor areas that are accessible and meet required health and safety regulations (this includes vapour or aerosol based e-cigarettes).

Electrical items

Please do not block corridors or doorways with mobility equipment.

Our maintenance staff will PAT test your electrical items to make sure they are safe to use in the Home and adhere to our health and safety requirements.

Pets welcome

We encourage pet ownership and contact with animals as they can often provide comfort and companionship.

If you have arranged to bring your pet with you to the Home, we kindly ask you to be responsible for vaccinating, cleaning and clearing up after your animal, to protect the health and safety of other residents and staff.

Your Home may have its own pets and in addition, Pets as Therapy (PAT) dogs and other animals may visit regularly. If you have any allergies or are nervous around animals, please tell staff who will take all reasonable measures to limit your contact with them.

Insurance

Due to the limited nature of the cover provided by RMBI Care Co. in respect of the personal belongings and valuables of residents at the home, it is strongly recommended that you arrange your own insurance for your personal possessions. RMBI Care Co. does not recommend or endorse any particular insurance provider.

The Cover that will be provided under the RMBI Care Co. is as follows and subject to an excess of £100:

- Damage to residents personal belongings, furniture including personal money not exceeding £100 excluding bankers cards credit and debit cards. The cover is limited to any one article of £1,000 and the maximum the insurance company may agree to pay is limited to £2,500.
- Jewellery or valuables belonging to a resident entrusted to the RMBI Care Co. and in our control in the home is limited to any one item of £1,000 and limited to £2,500. We strongly recommend that anything of value to the resident is not kept at the home.



"Relatives and visitors are always welcome and often join in the many varied organised activities. The approach is very person centred which is of huge benefit to the residents, helping them to feel safe and happy."

We're listening

We believe that open and honest communication is important to ensure we are delivering excellent care and are meeting your expectations fully.

We value your feedback and encourage you and your family to talk to us to share your experiences. There are a number of ways you can do this including:

Comments box

Your Home has a comments box in the reception area, along with comments forms and pens. Please use these to tell us how we can improve our services. Comments can be made anonymously or you can include your name and contact details if you would like a response.

Residents forums

Your RMBI Care Co. Home runs residents' forums and regular meetings which provide an opportunity to share your views and contribute to the way in which the Home is run. Details of meetings can be found at the Information Point at Reception or alternatively, ask your Key Worker.

Satisfaction surveys

Your opinion and feedback is important to us. Take part in our Satisfaction Surveys to help us improve the quality of our services.

In addition, we may ask for your opinions on issues such as food and drink and activities via smaller residents' surveys.



Complaints

We want to provide the highest standard of care. If you feel something is not right, please do let us know as soon as possible by raising your concern with the Home Manager or your Key Worker.

Comments and complaints can also be made in writing to the Home Manager using the comments card at the back of this pack.

If you would like details of RMBI Care Co.'s Complaints policy, please ask the Home Manager.

If you are unhappy with a response to a complaint you can raise any concerns with the Local Government Ombudsman, which looks at complaints about councils and adult social care providers in a fair and independent way:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Helpline: 0300 061 0614
Website: www.lgo.org.uk

If you are still unhappy, you can also contact the regulating body:

England: Care Quality Commission (CQC)

Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

Wales: Care Inspectorate Wales (CIW)

Welsh Government office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
Tel: 0300 7900 126
Email: ciw@gov.wales
Website: <https://careinspectorate.wales>

The right care for you

Types of care

The type of care you may require will be based on your individual needs, and understanding what type of care you need is an important step when choosing a care home. To ensure they can meet your necessities, the care home will carry out a full assessment to determine the type of care you require.

Once you have moved in, further assessments may determine whether your needs have changed. If that is the case, this may also affect your weekly fees.

Moving home is a life-changing experience, so it's natural to feel emotional, nervous or anxious. If you or someone you know is interested in applying to an RMBI Care Co. Home, you should contact the Home's Management Team so they can arrange for you to visit the Home.

It's important to look around the Home, ask questions and speak to staff to agree how the Home will be able to support you. You can also visit our website for more information at rmbi.org.uk, or call Head Office and speak to a member of the Care Team on **020 7596 2400**. You can also visit our website to contact your preferred Home directly.

If you have an enquiry regarding admissions, please contact our Resident Placements and Contract Manager, Debbie Hollands, on **07392 870 304** or by email: dhollands@rmbi.care or, in her absence, Hazel Salter on **07717 019752** or by email: hsalter@rmbi.care.

If you have decided you would like to live at one of our Homes, please contact the Management Team, who will send you an application pack. There are a few forms to fill in so, if you require support with completing any of them, please contact the Management Team for assistance. The forms can also be downloaded online at rmbi.org.uk/apply-for-care.

Funding your care

Alongside finding a Home that you are happy with, you need to think about how your care will be paid for. There are a number of different ways to fund your care.

The way you pay depends on your financial situation and capital assets, and may involve a financial and care assessment by your local adult social care department from your local authority.

We encourage you to take independent financial advice for your personal situation as



soon as possible. Which.co.uk provides a simple tool to find out about care home fees and whether you might be eligible for local authority financial support.

Our Management Team is also happy to discuss the different options with you during the application process. Please, contact your preferred Home directly for further advice.

The Home will then conduct a full assessment to ensure that we can meet your care needs along with a financial assessment, which will determine their weekly fee. We will tell you your weekly fee before moving into a Home. The fees cover accommodation, meals and care; this may change as your needs change.

Every resident who comes into one of our Homes will have a financial assessment to ascertain their individual circumstances. If a resident reaches the stage where they are no longer able to pay for their care, RMBI Care Co. will continue to support their fees alongside the local authority, as long as their care needs can still be met.

In England, if the person's assets are currently more than the threshold of £23,250, the local authority will not support their care costs and they will be charged the full cost of their care. If their assets fall below the threshold in the future, the person's

"Which.co.uk provides a simple tool to find out about care home fees and whether you might be eligible for local authority financial support."

situation can be reassessed, but they will need to request this.

If the person's assets are below the upper threshold of £23,250 but are over the lower limit of £14,250, they will need to contribute £1 for each £250 of assets above the lower level. When the value of your assets falls below £14,250, in most cases the local authority will pay the cost of care. For Wales, the upper threshold is £50,000. (Figures correct as of August 2023.)

We encourage people to take independent financial advice for specific situations, especially around the sale of the property as there may be other options available.

Leaving a legacy gift in your will

If you, or your loved one would like to remember us in your Will, please speak to a member of the Home Management Team at your local care home. Please ensure your donation includes the charity name: The Royal Masonic Benevolent Institution Care Company and your chosen care home.

Our EDI commitment

Caring is our way of life

At RMBI Care Co. we support older people to live well in later life. We provide residential care, nursing care and residential dementia support in 16 care homes in England and Wales and we have one care home which supports adults with learning disabilities. Our staff live by our values, which are Kind, Supportive and Trusted.

We believe that each person should be able to live and work without fear or prejudice because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (Gender) and sexual orientation. We strive to provide an inclusive environment for our residents, staff and anyone that comes into contact with RMBI Care Co. We aim to create a safe space where people share our values and can live authentically and we will be supportive of residents wishing to form and maintain relationships.

How will we do this?

To deliver our commitment to our EDI Principles, we have a dedicated Equity, Diversity and Inclusion Steering Group. The Group monitors our performance across the organisation to ensure that our values continue to form part of our DNA from our Trustees, to the Senior Leadership Team,

Management Team, head office and care home staff, and our residents. The Group is responsible for ensuring our EDI Strategy is implemented; this will form a three-year plan and include interim goals and regular monitoring to ensure we achieve our aims.

Our Principles

We are actively working to ensure our care homes and wider organisation are fair places for all. We have a programme of Equity, Diversity and Inclusion training for our staff and Trustees to gain a greater understanding about the importance of EDI. We also publish an annual EDI calendar that enables us to hold events and provide information about religious and cultural events as well as key awareness days.

We will also conduct regular surveys and quarterly analysis of our residents and staff data to monitor our performance. We will work harder to obtain feedback from people who come into contact with us and to better understand people's experiences of living and working with us. We will focus on:

1. Our Homes' communities – We value our common attributes and celebrate our individual differences which makes each person unique. We will benefit from the diversity of the lived experiences of our

residents and staff and create a safe space for people to collaborate and share their thoughts and ideas freely.

2. A collective voice – Our Trustees and Senior Leadership Team will champion EDI and lead our workforce by example. Together, we will work towards our vision and be prepared to challenge or be challenged in relation to ideas or behaviours that do not align with this.

3. Learning environment – We will question, learn and adapt to more inclusive ways of working and caring for others. We'll continue to work alongside best practice organisations and keep ourselves accountable through internal and external audits. We will track our progress, monitor our data and ensure our staff receive the right training so that each person living and working in our care homes feels valued, supported, included and respected.

Our Vision

We aim to achieve a more equitable, diverse, and inclusive workforce by ensuring EDI is embedded in all that we do, in our culture and our organisation. We will promote awareness and provide learning opportunities to create a safe and inclusive environment for all.

We will take action to address and remove discrimination. We expect all our partners and suppliers we work with to commit to the same values of treating their workforce with dignity and respect and as with our charity, comply with the Equality Act 2010. While the Act outlines our responsibilities, we will continually strive to achieve a high level of EDI, as we see this as our moral responsibility first.



**Mark Lloyd, Managing Director
RMBI Care Co.**

July 2023



The latest
information
from your
Home...