

RMBI NEWS

ISSUE 32
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Leading the way in
dementia care

Fresh talent to
support residents
and staff

A remarkable
act of kindness

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Leading the way in dementia care
page 6



Fresh talent to support residents and staff
page 8



A remarkable act of kindness
page 11

Contents

- 3 A message from Mark LLOYD, MD
- 4 News in brief
- 6 Leading the way in dementia care
- 8 Fresh talent to support residents and staff
- 9 RMBI Care Co.'s strong compliance
- 10 Dementia Care: MCF's Commitment through Charity Grants
- 11 A remarkable act of kindness
- 12 Our Homes' locations

Front cover photo: Resident Audrey and staff member Hannah enjoy a pleasant afternoon walk at Cadogan Court, in Exeter.

RMBI News is edited by RMBI Care Co.'s Marketing Team: Gonzalo Mellado, Maricel Foronda and Chiao Kwan.

Send us your comments about this issue or any suggestions for future issues of RMBI News at marketing@rmbi.care or write to us at RMBI News Team, 60 Great Queen Street, London WC2B 5AZ



A message from Mark LLOYD, MD



RMBI Care Co. has reached the remarkable milestone of achieving strong compliance with care regulators across all 17 of its care homes in England and Wales.

Audits by the Care Quality Commission (CQC) in England and Care Inspectorate Wales (CIW) have recognised the organisation's strong commitment to following regulations and its dedication to providing excellent care. This achievement is further reinforced within this edition, where we celebrate awards received by several of our Homes.

After nearly nine years as Managing Director, I am stepping down in June. Without a doubt, this organisation stands out as one of the best providers in the sector, earning well-deserved respect from our residents' families, staff, local communities and regulators.

All our Homes are supported by outstanding staff teams, and it has truly been a privilege to work for this historic 180-year-old charity.

As always, our 16 care homes for older people remain flexible to offer both permanent care and short-term respite stays. Debbie Hollands, our Resident Placements and Contract Manager, will be happy to offer guidance. You can contact her at debbie.hollands@rmbi.care.

Thank you to all our readers for your continued support for our charity.

Mark LLOYD

Managing Director

Your Say*

"Staff always on hand to update. They all care as if it's their own family, which leaves you happy to leave them in their care."

Daughter-in-law of a resident at Cadogan Court, January 2025

"A fantastic experience. The management, staff and volunteers would be a credit to any organisation."

Respite resident at Albert Edward Prince of Wales Court, December 2024

"Nothing in life is perfect but The Tithebarn comes very close to perfection."

Wife of a resident at The Tithebarn, December 2024

"The nursing staff is patient, very caring and most pleasant to the residents and visitors alike. My husband is happy there."

Wife of a resident at Connaught Court, February 2025

*Source: carehome.co.uk



News in brief



Residents bring the magic of nature indoors

When they are not enjoying a brisk walk across the Home's extensive woodlands, residents at Shannon Court, in Surrey, get together for a therapeutic flower arrangement session. Arranged biweekly by staff member Leah, one of the Home's Activities Coordinators, residents enjoy arranging their own spray of flowers using oasis floral foam. Sometimes they use the flowers to brighten their own rooms, whereas other times they use them to decorate their dining rooms and other areas within the Home.



The key to quality care? Skilled carers

Training Managers at RMBI Care Co. Homes have been recognised for their exceptional work in staff training and development. Managing Director Mark LLOYD has presented them with an award for 'Outstanding Performance in Training and Development' on behalf of the charity. The award acknowledges their commitment involved in delivering first-class training to care staff, which contributes to the high-quality care that residents enjoy every day. Pictured: Training Manager Nora Haines proudly holding up her crystal star award at Barford Court, in Hove.

Social media news



At James Terry Court, in South Croydon, Team Leader Emma Singers (right) has received her Long Service Award for working with us for 25 years. Congratulations on this impressive milestone!



Freya and Tallulah, two miniature donkeys, visited residents at Devonshire Court, in Leicester. Resident Rae said: "They were lovely and so well-behaved. I'd love for them to come again!"



Guinea pigs bring joy to residents

Residents and staff at Queen Elizabeth Court, in Llandudno, have welcomed two therapy guinea pigs, Tiffany and Lady Liberty, who have brought comfort and joy. The furry companions have quickly become favourites, with residents enjoying their calming presence. Clinical Nurse Manager Elaine says: "Their arrival has had a fantastic impact on the residents' wellbeing!"



Resident and student pen pal meet up for the first time

Ninety-year-old resident Pat, who lives at Cornwallis Court, in Bury St Edmunds, finally met her pen pal, Lucy, 18, from Culford School. Their friendship began during the pandemic, when Lucy was 14. For four years, they exchanged letters, cards and postcards. Pat loved hearing about Lucy's studies and travels. When they met, Pat embraced Lucy, exclaiming, "Come here, baby!" Their bond proves the power of intergenerational connections in reducing loneliness.



Residents at Prince Edward Duke of Kent Court, in Essex, celebrated the Lunar New Year with a feast of traditional Chinese dishes. A wonderful way to welcome the Year of the Snake!



Margaret Jones, a former WREN, turned 100 at Albert Edward Prince of Wales Court, in Porthcawl.



Leading the way in dementia care

Dementia can make daily life challenging, but with the right care and support, people can continue to find joy and meaning in their experiences.



At Prince Philip Duke of Edinburgh Court, in Berkshire, exceptional dementia care has always been a priority. Their dedication has now been formally recognised with the EMBRACE Dementia Accreditation, an award presented by RMBI Care Co. to acknowledge outstanding dementia care.

Traditionally offering residential care, nursing and residential dementia support, the Home has now expanded its services to include nursing dementia care. This provides specialised support for residents with both physical

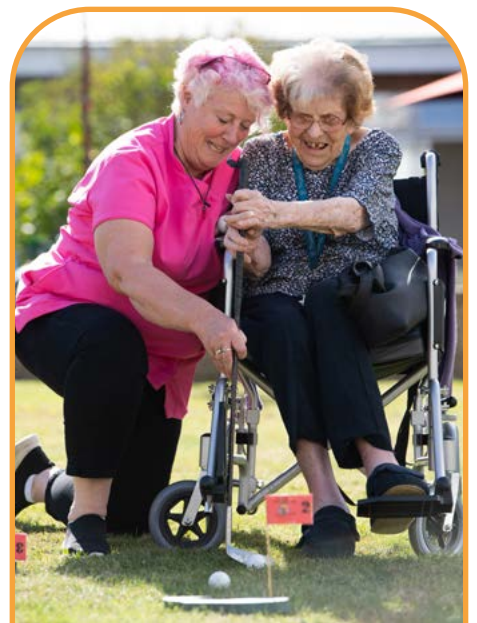
nursing needs and a dementia diagnosis. The staff take time to understand each resident's personal history, ensuring they feel at home in a warm and supportive environment.

Award-winning Homes

Similarly, Prince George Duke of Kent Court, in Kent, has also received the EMBRACE award. In 2022, the Home invested £250,000 to enhance its dementia-friendly spaces. The result is a thoughtfully designed environment, featuring a social lounge, a dining room and innovative areas, such as a

country kitchen, a sensory zone and an 'outside-inside' space. Home Manager Nina Stephens says: "This award is a testament to our team's dedication to making every moment meaningful for our residents."

In Bournemouth, Zetland Court has also been recognised for its outstanding dementia care. Sue Wiffen, Deputy Home Manager for Dementia, shares an insight into their successful approach: "If a resident sleeps through the day, their day might start at 6pm, so they may want lunch around midnight." She also explained why staff members in the dementia area don't wear uniforms: "Residents aren't in a care home; they are at home! So why should they see people in uniforms?"





Connecting through care

Zetland Court has further strengthened its support for people living with dementia by launching ZetCafé24, a dementia-friendly café where residents, families and professionals can come together. The café provides a welcoming space to share experiences, seek advice from the Home's Dementia Advisor and Frailty Team, and find comfort in a supportive community.

Russell Evans, Deputy Director for Care Operations at RMBI Care Co., praised the teams for their empathy and dedication to dementia care. "No resident is just a name on a care plan," he said. "They are individuals with unique stories, pasts and futures, and our teams acknowledge that." ■

About EMBRACE

The charity's Dementia Accreditation programme was developed by Anne Child, MBE, RMBI Care Co.'s Pharmacy and Dementia Specialist Lead. Working alongside Lucy Tupenny, Assistant Director of Quality and Governance, they have

established a suite of training modules to maintain high standards of dementia care. Some of these modules have received external accreditation from the CPD (Continuing Professional Development) Certification Service.



Top left: Resident Les and Activities Coordinator Sharon cook burgers at Prince Philip Duke of Edinburgh Court, in Berkshire.

Bottom left: Activities Coordinator Diane and resident Annie play golf together at Prince George Duke of Kent Court, in Kent.

Above: Deputy Home Manager Sue Wiffen helps resident Joan water the plants at Zetland Court, in Bournemouth.

Fresh talent to support residents and staff

Apprenticeships not only provide career opportunities at care homes; they also bring fresh energy and skills that can benefit both staff members and residents. With UK unemployment at 4.4%, apprenticeships offer a vital route into the workplace.



Above: Resident Otilie and Administration Assistant Caroline enjoying an arts and crafts session together at Prince Michael of Kent Court, in Watford.

Caroline, an Administration Assistant at Prince Michael of Kent Court, in Watford, Hertfordshire, is pursuing her passion for supporting others through an apprenticeship in social care. Currently working towards a Business Administration Level 3 qualification, she finds the experience rewarding, feeling supported by colleagues, the

residents and their loved ones. Keen to inspire others, she encourages school leavers to explore apprenticeships as a valuable career path.

Rosalie, Business Relationship Manager at the Home, says: "Although we hadn't considered apprenticeships in the past, this route has worked out really well for our Home.

We were looking for someone to fill the Admin role for some time, and this has been one of our best decisions."

She adds: "Caroline has been an absolute gem! Other care homes should consider the apprentice route as it can be incredibly rewarding, helping someone gain qualifications while starting their career." ■

Strong compliance across care homes

The organisation is pleased to announce that all 17 of its care homes across England and Wales demonstrate strong compliance with its care regulators.

This reaffirms the charity's commitment to providing high-quality residential care, nursing and residential dementia support to its residents.

The charity currently has three CQC 'Outstanding' rated care homes, a category that only 3.5% of all care homes in England possess, according to care home directorate Lottie. The remaining RMBI Care Co. Homes have a 'Good' rating, with Shannon Court, in

Surrey, being the latest care home rated as such.

Mark Lloyd, Managing Director of RMBI Care Co., says: "I believe we have reached the rare position of having all care homes being rated as 'Good' or above across our portfolio. This achievement is a testament to the dedication and hard work of our care teams, who go above and beyond to ensure that our residents receive high-quality care." ■



What do the residents think?

Over 400 residents shared their views about living in an RMBI Care Co. Home* in our latest Residents' Survey.

Here's a snapshot of what they had to say:

95%

Residents said their care home is a safe and secure place to live

91%

Residents have confidence and trust in our staff

89%

Residents are very satisfied/satisfied with the standard of their care home

81%

Residents are very happy/happy living at their care home

* based on feedback from 421 residents, Oct –Nov 2024



Left: Set in nine acres of woodland in Surrey, Shannon Court has been the latest RMBI Care Co. Home rated 'Good' by the Care Quality Commission.

Dementia Care: MCF's Commitment through Charity Grants

NHS research shows that more than 944,000 people in the UK are living with dementia, hence why dementia care continues to be a key focus for many grant-giving charities.

Last year, the Charity Grants team at the Masonic Charitable Foundation (MCF) reviewed its grant programmes and created four new priorities, one of which is 'Improving the health and wellbeing of older people with dementia and their carers'.

The MCF is particularly interested in targeted interventions, such as carers support, social groups and maintenance cognitive simulation therapy. They also wish to target interventions aimed at reducing loneliness and fostering social connection, improving access to support services, and enhancing physical health and cognitive function, among others. Another important focus is about improving carers' ability to meet the needs of those with dementia through resources, knowledge, and skills.



Christopher Evans, Head of Freemasonry in Monmouthshire, enjoying Valentine's Day activities with regular attendees at the Widdershins Centre, in Pontypool.

To support their Dementia Buddy's project, the MCF recently awarded a grant of £60,000 to Age Connects Torfaen, which will actively support people living with dementia to overcome loneliness and live the lives they want in their local community.

The programme will focus on pairing people with dementia with a volunteer dementia buddy who shares their interests, which may be music, sport, culture, eating out, being in nature or anything

they choose. The charity believes that the answers to most problems lie in the community and Dementia Buddies works to unleash that community spirit.

In the last financial year, the MCF supported **339** wonderful local and national charities through grants totalling **£5.7 million**, benefiting **379,000** people across England and Wales. This support is only possible thanks to the generosity of Freemasons and their families. ■

To learn more about the MCF's Charity Grants priorities, scan the QR code with your phone camera or visit mcf.org.uk/get-support/grants-to-charities/our-priorities/



A remarkable act of kindness

Whether it is having a chat over a cup of tea or coffee, volunteering or fundraising for a good cause, acts of kindness can help to make the world a better place.

Philip Armstrong, Facilities Assistant at Scarborough Court, in Northumberland, has shown how a good deed can really transform someone's life when he responded to a local man's request. He donated a motorised mobility scooter to help Terry Black, aged 68, to become active again.

Terry, who lives in the local community, used to be very active and outgoing. However, due to sudden changes in his health, he was no longer able to drive and get out and about like he used to following treatment.

Terry decided to reach out on the community group chat to see if he could loan an electric wheelchair. Philip Armstrong, who has worked at Scarborough Court for almost nine years, responded back to say the care home could donate a motorised mobility scooter to help Terry become independent again.

"The gift of a scooter has changed my life," says Terry. "I liken it to Cinderella and her fairy godmother. There was no purpose in my first adventure



Above: Scarborough Court's Facilities Assistant, Philip Armstrong (right), gifts local man Terry a motorised mobility scooter.

out only that I could. I did not have to book a taxi or ask a neighbour for help." Previously, Terry worked as an Assistant Set Decorator and has done many productions, including sets in the Freemasons' Hall, in London.

Facilities Assistant Philip mentions: "When I saw the

post from Terry in the local community group, I knew we had a scooter available at the Home, which could really make a difference for him. After giving the scooter a little fine tuning and undertaking a few safety checks, it was amazing to be able to help give Terry his independence back so he could get around town again." ■

Find your local RMBI Care Co. Home

We provide residential care,
nursing and residential
dementia support to older
Freemasons, their families and
people in the wider community.

We have been caring for older people
for over 180 years and today we
support over 1,000 residents across
17 care homes in England and Wales.

Check out
our promo videos
at www.rmbi.org.uk
to find out more
about our
Homes.

- | | |
|--|---|
| 1 Albert Edward Prince
of Wales Court, Bridgend
Tel: 01656 785 311 | 10 Prince George Duke
of Kent Court, Kent
Tel: 020 8467 0081 |
| 2 Barford Court, Hove
Tel: 01273 777 736 | 11 Prince Michael Of Kent
Court, Watford
Tel: 01923 234 780 |
| 3 Cadogan Court, Exeter
Tel: 01392 251 436 | 12 Queen Elizabeth
Court, Llandudno
Tel: 01492 877 276 |
| 4 Connaught Court, York
Tel: 01904 626 238 | 13 Scarbrough Court,
Northumberland
Tel: 01670 712 215 |
| 5 Cornwallis Court, Suffolk
Tel: 01284 768 028 | 14 Shannon Court, Surrey
Tel: 01428 604 833 |
| 6 Devonshire Court, Leicester
Tel: 01162 714 171 | 15 The Tithebarn,
Liverpool
Tel: 0151 924 3683 |
| 7 James Terry Court,
Croydon
Tel: 020 8688 1745 | 16 Zetland Court,
Bournemouth
Tel: 01202 769 169 |
| 8 Prince Philip Duke of
Edinburgh Court, Berkshire
Tel: 01189 787 496 | 17 Harry Priestley
House, Doncaster
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with learning disabilities.
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| 9 Prince Edward Duke of
Kent Court, Essex
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