



Our Impact 2025/26

Caring is our way of life

Kind Supportive Trusted

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About RMBI Care Co.

At RMBI Care Co. we provide residential care, nursing care 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 around 1,000 residents across our 16 care homes in England and Wales. We also have one Home that supports adults with learning disabilities.

We believe that everyone should be able to enjoy later life, and we are here to help our residents stay as independent as possible but also provide support when it is needed. We have a passionate and skilled team who deliver the highest quality of care to our residents, and we live by our values: **Kind**, **Supportive** and **Trusted**.

RMBI Care Co. is part of the Masonic Charitable Foundation – (the Freemason’s Charity) a grant-making charity that encourages opportunity, promotes independence and improves wellbeing for those that are in need, disadvantaged or marginalised. Every year, the Masonic Charitable Foundation gives over £5.5 million to support charitable projects in communities across England and Wales, as well as medical research. A wide range of grants and services are also available for individuals and their families in times of crisis.



≈ **1,000**

residents across 16 care homes in England and Wales, supported by around 1,500 staff members

Awards



Three R's
'Highly commended,'
National (2026)

Care Home Registered
Manager, National (2025)

Social Care Nurse,
London (2025)

Care Home Registered
Manager, East (2025)

Dementia Carer
'Highly commended,'
York & Humber (2025)



Residential Dementia
Care Employer, 2025



Disability Confident
Committed Status



Scarborough Court -
'Top 20 Care Home,'
North East

Prince Michael of
Kent Court - 'Top 20
Care Home,' East



The Royal Society
for the Prevention of
Accidents Awards



Menopause Friendly
Employer

Chair and Managing Director's Foreword

This edition of the impact report sets out the variety of activities and initiatives that support and encourage the wellbeing of residents and staff throughout RMBI Care Co. Homes and our wider organisation.



John Boyington CBE
Chair of Trustees



Debra Keeling
Managing Director

With availability for almost 1,000 residents, it is essential that we are able to offer a range of opportunities to maximise independence, promote creativity, encourage life choices and achieve a sense of belonging. As we continue to provide these elements, and more, our staff team has been recognised once again for their high standards of care and the various programmes created and implemented to support our residents.

Some of these achievements and celebrations include participating in a high tech pilot scheme to reduce falls in older people, receiving our Disability Confident Status, and our commitment to recruitment and retention recognised in the Great British Care Awards Three R's award. At the time of writing this, we have 29 residents aged 100 and over and have

recently been able to celebrate the birthdays of two centenarians, one aged 105 and the other 107, both still enjoying life.

As we continue to innovate, care for and support our residents, their families and our staff teams, we acknowledge the commitment from everyone especially during a period of significant change. RMBI Care Co. has recently announced its intention to exit care home provision and is in the early stages of selling and transferring all our care homes as going concerns to new owners. We would like to take the opportunity to thank our residents, staff, relatives and the community of Freemasons for your continued support. We are confident that during this process we will continue, as we have always done, to provide the highest quality of care and support.

Creating Memorable Moments

At RMBI Care Co., our staff strive to make each day meaningful for our residents. At Zetland Court, in Bournemouth, resident Joan Rollason was overwhelmed by a touching gesture initiated by staff at her care home.

When staff asked Joan what she would like to mark her 102nd Birthday on 2 November, she simply said: “Everyone.”

The team decided to reach out to the local community to see if they could help Joan feel surrounded by “everyone” on her big day. They invited people to send her birthday cards, hoping to reach at least 102 to match her age. What followed far exceeded their expectations.

The appeal quickly spread throughout Bournemouth and beyond, from local residents, to children’s centres, community organisations, social care groups, the local council and Masonic lodges. Birthday cards began arriving in their hundreds, along with flowers, teddy bears and plenty of chocolates.

To mark the occasion, Joan also enjoyed two birthday celebrations with special visits. She was greeted by Bournemouth’s town crier, who proudly announced her 102nd birthday at the Home’s dementia-friendly café. She also enjoyed a party at the Home with her family, friends and a special visit from the Mayor.

“We simply wanted to make Joan’s wish come true, and the response has been extraordinary!”

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Sue Wiffen, Zetland Court’s Deputy Home Manager for Dementia



Joan was delighted and deeply touched by the kindness shown by so many people. It has made her 102nd birthday truly unforgettable,” said Sue Wiffen, Zetland Court’s Deputy Home Manager for Dementia.

After the celebrations, residents and staff planned to give the cards a second life, transforming them into new crafts and decorations as part of an upcoming creative activity.

Our Performance



Recognition for our dementia care

Following the launch of EMBRACE, our dementia care accreditation, five care homes in our portfolio have now achieved the award, which recognises the outstanding support, care and attention to residents living with dementia and their loved ones.

In June 2025, Anne Child, our Dementia Specialist Lead, and Lucy Tupenny, Assistant Director of Care and Compliance, who developed the accreditation, also received recognition as Dementia Care Employer (Residential) on behalf of the charity in the Dementia Care Awards. Judges acknowledged the investment and focus

placed on raising and maintaining our dementia care standards, primarily through EMBRACE.

Connaught Court Home Manager Marinda Aydinalp and her team were also highly commended for their dementia care services in the York and Humber Great British Care Awards in November 2025. The Home is currently rated 'Outstanding' by the Care Quality Commission.

Celebrating our achievements

Prince Michael of Kent Court, in Watford, and Scarborough Court, in Northumberland, were awarded a 'Top 20 Care Home 2026 Award' from leading care review website [carehome.co.uk](https://www.carehome.co.uk).

The rating is based on recent, verified reviews from residents and their families, collected over the past 24 months. Prince Michael of Kent Court achieved top scores following a high volume of 'Good' and 'Excellent' ratings, showing that positive experiences are consistently delivered day after day. It reflects not just the high standards of care, but the way people feel living at the Home – safe, respected and genuinely cared for.

Activities Coordinators at Queen Elizabeth Court, in Llandudno, and South regional manager Alison Aberdeen were also nominated for awards in the Wales Great British Care Awards.

Adopting new technology

We're always looking for ways to integrate new and innovative technologies to support how we care for residents, where possible and suitable. In September 2025, Connaught Court ran a 12-week trial with several residents, testing a new falls device, called Bide, which is designed to reduce falls in older people.

Statistics show that most falls are sustained as a result of getting out of bed at night, and too quickly. The non-invasive device is not only person-centred, but person-led. Bide detects when a person awakes at night, which triggers a gentle warning through a personalised recorded message, encouraging the person to get out of bed slowly and safely, or to wait for a carer to assist them. The results were positive with a reduction in falls from all residents involved in the trial.

Approach to care

Our staff work exceptionally hard to get to know our residents, including learning about their life stories and what's important to them. One way we have strengthened this is through Material Citizenship training for our Home Managers and Dementia Leads, created and led by Dr Kellyn Lee, a Chartered Psychologist and Research Fellow in Ageing and Dementia. The training programme has been designed to support care home staff to engage in practices that enable people with dementia to live the lives they want by focusing on functional objects (such as a pair of curling tongs or certain coffee cup).



Staff at Connaught Court, in York, proudly receive their EMBRACE dementia accreditation award during a ceremony with the Lord Mayor of York.

Material Citizenship: Resident case study

Material Citizenship is the right to be included in decision-making relating to personal possessions and the right to have opportunities to use functional objects to perform everyday tasks.

Resident Pat Jones* likes to have her drink in a mug, which has a picture of her cats on it. Staff have noticed that she is more likely to drink if she uses this particular mug. When Pat was living at Home, she always used a mug with cats when having her tea or coffee.

We used this information to support Pat's care planning:

“Pat tends not to like any other mugs and this can have an impact on her fluid intake. Pat likes to have her tea in her personalised mug with cats on it on a daily basis.

“Pat likes to have her tea in her personalised mug with cats on it on a daily basis.”

*Resident's name has been changed to protect privacy.



Pat would like staff to use her mug with cats when they are making her a cup of tea. It is stored in the dining area cupboard. Staff must ensure they wash up Pat's mug and put it in the kitchen cupboard when they are finished so it does not get misplaced. This information has been discussed with Pat and the Team Leader.”

We have found that by embracing material citizenship, staff will now use Pat's preferred mug. In turn, Pat takes in more fluids which supports her hydration levels. With this care plan, new staff can also quickly get to know what is important to Pat.

Our People

During April 2025, we launched the sixth employee engagement survey to gain the views of our employees and bank workers about what it's like to work with us.



60%+

of employees responded (5% more than similar organisations), providing a good representation of our wider staff population.

Many topics rated positively, either above or in line with our last survey in 2023, and similar to the benchmark.

Top ranking themes

76

Leadership score
(8 above benchmark)

78

Culture & Values score
(3 above benchmark)

88

Learning &
Development score
(8 above benchmark)

70

Wellbeing score
(6 above benchmark)

According to our staff

61%

cited 'working with residents' as a top reason to stay with RMBI Care Co.

45%

said their main reason to stay was 'making a difference'

Award-winning HR Services

Our HR and Learning and Development Teams were highly commended at the National Great British Care Awards in March, after winning the London regional finals for the Three R's category, which recognises those who have embraced innovative approaches in recruitment, retention and recognition. Meanwhile, recruitment Manager Emma Pryke was a finalist for 'Candidate Experience' at the RAD Awards, which champions top talent in employer branding, recruitment marketing and people communications.

We also featured in the Financial Times 'UK's Best Employers 2026' annual list, naming their top 500 best companies to work for following an independent survey of around 20,000 employers. RMBI Care Co. was ranked 182 amongst more than five million limited companies registered in the UK (Gov.uk).



Embracing Equity, Diversity and Inclusion

We have continued to promote our EDI objectives in our Homes with various activities to support residents and staff. Over the last year, our Homes across England and Wales celebrated events to help bring people together and support learning, including Pride Month, International Women's Day and National Fitness Day. Individual Homes also embraced diversity with their own activities, ranging from a Nepalese themed day at Queen Elizabeth Court, in Llandudno, and intergenerational activities at Prince George Duke of Kent Court, in Chislehurst.





Our Sustainability

Over the last seven years, we have been working with an environmental consultant, Lantern Ltd (UK), to help us understand our environmental impact. We are increasingly conscious of the rising pressures on financial and natural resources and are committed to reducing our carbon footprint.

We are also part of the Energy Savings Opportunity Scheme (ESOS) and provide an annual report for Streamlined Energy & Carbon Reporting (SECR). We believe our Sustainability strategy is critical in safeguarding affordable care for residents now and in the future, as well as maintaining a happy and healthy workforce.

Where we are now

In 2025, we commissioned Energy Performance Certificates for our portfolio of Homes, which showed they were all rated 'B.'

We reviewed our heating systems and plan to put in more controls to better regulate temperatures.

Left: A resident at Prince Michael of Kent Court, in Hertfordshire, has fun with a bee pinata made using recycled materials to support World Bee Day.

Sustainability focus areas

We are focusing on nine key themes: Energy, Waste, Water, Transport, Food, Materials, Biodiversity, Pollution, Training, Communication and Education. A member of the Senior Leadership Team is responsible for driving forward each theme across the organisation, where we have set objectives, targets and actions. Our Environment and Sustainability champions have continued to support activities at Home-level to encourage learning and boost engagement. Popular activities over the last year include an environment-themed poetry competition and creating Easter art displays using recycled materials.



100%
of our waste was
recycled or recovered



248,495kg
recycled weight



771,386kg
recovered weight



163kg
uncoverable weight



We recycled **76%** more waste
this year compared to last year

We have saved **171,328kg** CO₂e
this year by recycling

424,263kwh of waste recovered,
enough electricity to power 157 three-bed
houses for a year

Some of our recycling achievements this year



Food to power 10
smartphones for
10,069 days



Cardboard to
save 275 gallons
of oil

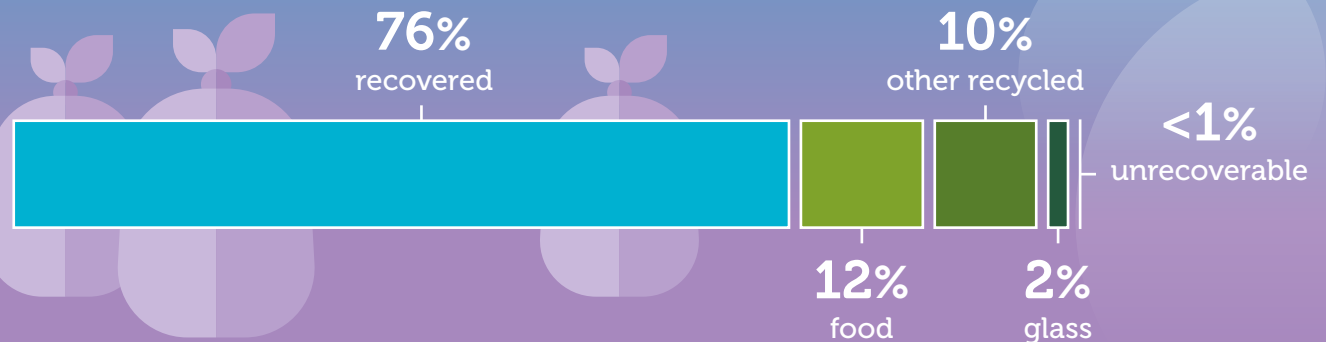


Dry mixed recycling
to save 791 trees



Glass to create
63,032 new glass
bottles

Breakdown of waste produced this year



* Adapted from Baxter Winchester report. Please note that whilst we endeavour to use actual data, this data may include some average weights, where actual data is unavailable.

You can read more about our Sustainability strategy on our website at rmbi.org.uk/sustainability-statement

Our Developments



New-build Home in Suffolk

Progress for our new-build care home on the site of Cornwallis Court, our existing Home at Bury St Edmunds, in Suffolk, is well underway. Over the last year, works have included excavating the basement, which was approximately the length and width of a football pitch, and in parts, as deep as a two-storey house. Once complete, below-slab drainage was installed followed by the casting of the floor, walls and ceiling slab, leaving a large concrete structure to build from.

Installation of the external decorative walls, additional floors, roof and solar panels are also in development, as well as the internal installation of services. We are now in the process of removing the scaffold and starting on external drainage and landscaping. Works are anticipated to be complete by mid-summer 2026, with residents moving over from Cornwallis Court soon after to the new-build Home.

Left: Progress of the new-build care home at Cornwallis Court, in Suffolk.



Other developments

We have continued to invest in our care homes across our portfolio to modernise the environments and ensure they are fit for purpose.

Over the last year, Prince Edward Duke of Kent Court, in Essex, has benefitted from a full refurbishment of its lounge areas, kitchenettes, dining spaces and hallways. Similarly, Connaught Court, in York, has received some internal refurbishments and upgrades throughout the Home. In Bournemouth, Zetland Court's dementia area has undergone a significant redecoration, whilst Queen Elizabeth Court, in Llandudno, has had some upgrades to the outside of the Home.

Above & below: Some of the newly refurbished spaces at Prince Edward Duke of Kent Court, in Essex.



2025/26 Financial Overview

During 2025/26, RMBI Care Co. operated in an increasingly challenging environment. The care sector has experienced sustained pressure from lower occupancy levels, rising operating costs and continued funding constraints. Despite these headwinds, our charity has remained focused on its core purpose: delivering quality, person-centred care to our residents, while maintaining financial resilience.

Revenue: Total revenue for the year reached £67m, an increase of 4% on the prior year. This growth reflects both operational strength and the continued generosity of the Masonic community, whose contributions of £6.4m – through donations, legacies and support from the Masonic Charitable Foundation – remain vital to our mission.

Operating cost: Operating expenditure before depreciation totalled £64.4m, reflecting inflationary pressures and the rising cost of delivering high-quality care. Throughout the year, we have remained committed to investing in our people, our facilities and our standards of care, ensuring that residents continue to receive safe, compassionate and dignified support.

Charitable support: As in previous years, local authority funding for supported residents remained lower than the actual cost of care. To uphold our charitable objectives and protect residents from the impact of this shortfall, we provided more than £14.9m in charitable support.

EBITDA: EBITDA for the year was £1.4m, with the majority of Homes contributing positively despite market pressures. This reflects careful cost control, operational discipline and strong local leadership across the portfolio.

Reserves: Year-end reserves of £97.8m provide a solid foundation for the future, enabling continued investment and long-term sustainability. During the year, £8.8m was invested in facilities and staff development, reinforcing our commitment to high-quality care and continuous improvement.

Investment in care services: We continued to invest in our Homes, allocating over £8m towards facility upgrades and staff training to enhance both resident experience and service quality. We will continue to adapt, invest prudently and focus on delivering exceptional care to those we serve.



RMBI Care Co. EBITDA £000

Income from charitable activities and donations	65,800
Operating costs excluding depreciation and interest	64,400
EBITDA (Earnings before interest, tax, depreciation)	1,400



Net Assets % £000

Care Home & other tangible assets	70	81,156
Investments	15	13,311
Net other assets	14	3,347
Total		97,814

(Financial Summary for the Year Ended 31 March 2026 based on unaudited data in April 2026)

Governing Body

The ongoing support of our Senior Leadership Team, Governing Body and the community of Freemasons ensures that we are able to deliver the highest level of care and support to residents living in our care homes.

The charity has an appointed Board of Trustees who have responsibility for the strategy and delivery of all legal obligations. They are:

VW Bro John Boyington CBE (Chair)
W Bro David Southern (Deputy Chair)
Debashis Dasgupta (Treasurer)
W Bro David Snowdon
Charlotte Miller
RW Bro Mark Constant
W Bro Malcolm Vede
W Bro Dale Gilbert
Bro Bert Van Herck
W Bro Martin Bevan
Jane Clancey
Bro Neil Graham

Grand President

MW Bro HRH The Duke of Kent, KG Grand Master

Deputy Grand Presidents

MW Bro J Spence, DL
RW Bro Sir Michael Synder
RW Bro AS Varley
RW Bro JP Thompson
RW Bro C Hopkinson-Woolley

Grand Vice Presidents

VW Bro CJ Caine
Mr DR ff Innes
W Bro RW Marks
RW Bro JE Moore
RW Bro JH Newman OBE
RW Bro RJ Race, DL
W Bro J Reuther
RW Bro W Shackell CBE
VW Bro RJ Wade
RW Bro Sir P Williams OBE KStJ DL

The Senior Leadership Team

Debra Keeling
Managing Director

Amir Shrestha
Finance Director

Louise Bateman
Group Human Resources Director

Brett Edwards
Health, Safety and Risk Director

Russell Evans
Operations Director

Marc Nelson-Smith
Property Director

Find your local RMBI Care Co. Home

At RMBI Care Co., 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 around 1,000 residents across 16 care homes in England and Wales.

Contact your preferred Home today to find out more about our services.

1 Albert Edward Prince of Wales Court, Bridgend
Tel: 01656 785 311

2 Barford Court, Hove
Tel: 01273 777 736

3 Cadogan Court, Exeter
Tel: 01392 251 436

4 Connaught Court, York
Tel: 01904 626 238

5 Cornwallis Court, Suffolk
Tel: 01284 768 028

6 Devonshire Court, Leicester
Tel: 01162 714 171

7 James Terry Court, Croydon
Tel: 020 8688 1745

8 Prince Philip Duke of Edinburgh Court, Berkshire
Tel: 01189 787 496

9 Prince Edward Duke of Kent Court, Essex
Tel: 01376 345534

10 Prince George Duke of Kent Court, Kent
Tel: 020 8467 0081

11 Prince Michael Of Kent Court, Watford
Tel: 01923 234 780

12 Queen Elizabeth Court, Llandudno
Tel: 01492 877 276

13 Scarborough Court, Northumberland
Tel: 01670 712 215

14 Shannon Court, Surrey
Tel: 01428 604 833

15 Zetland Court, Bournemouth
Tel: 01202 769 169

16 Harry Priestley House, Doncaster
Residential care for adults with learning disabilities.
Tel: 01405 814 777



RMBI Care Co. is part of the Masonic Charitable Foundation.
For more information, please visit: www.mcf.org.uk



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Registered Charity No: 1163245

Company No: 1293566

www.rmbi.org.uk

www.facebook.com/thermbi



SCAN ME