

Statement of Purpose



Queen Elizabeth Court

5 Clarence Drive
Craig-y-don
Llandudno
LL30 1TR

Tel: 01492 877276
Fax: 01492 872808
Email: queenelizabeth@rmbi.org.uk
Website: rmbi.org.uk

Our Commitment to You

The RMBI has been caring for older Freemasons and their dependants for over 160 years. We operate 17 care homes across England and Wales offering a range of high quality care. Many of our Homes are registered for both residential and nursing care and a number offer specialist dementia care.

RMBI care homes are available to people over 65 years.

The RMBI is committed to ensuring that the individual's right to dignity, respect, choice and control over their own lives is upheld and maintained, and strives to achieve the following objectives:

- Every resident will be treated in a manner that respects his/her personal privacy and dignity.
- Every resident will have an individualised care plan which comprises a full assessment of physical, physiological, social and emotional needs. An individual care plan will be developed which is reviewed and amended to suit changing needs and preferences. Residents will be consulted on the formulation and implementation of their care plan.
- Every resident will be allocated a key worker/named staff member with whom they can identify and who will be responsible for ensuring their needs and preferences are met. Residents will have choice in the gender of those who provide their personal care, as appropriate.

- Every resident will be offered a range of social and leisure activities which appeal to them, offer stimulation and motivation, and access to the internal and external environment. Activities will be planned to be culturally and seasonally sensitive.
- Every resident is assured that any information pertaining to themselves or their care will be treated with the utmost confidence.
- Residents are assured that the staff of the RMBI have been carefully selected and trained to perform their duties to the highest possible standard and are supervised in the practice of their duties.
- Residents are assured that their security and safety is of paramount importance to the staff of the RMBI. Residents' financial affairs are treated with probity and discretion.
- Residents are encouraged to comment on any, or all, of the services provided by the RMBI and management staff will actively respond to their input. Regular residents and relatives' meetings are held at the Home providing an opportunity for open discussion.
- Residents who wish to complain in the event of service failure are assured of a full and prompt investigation of their complaint by the management.
- Every resident will be actively assisted to access their rights as a citizen and to play the part in society as they wish. Residents will also be supported to access their rights from primary care services as appropriate.

Services and Facilities

Queen Elizabeth Court is a purpose built Home, opened in 1977 and is situated on level land within a short walk of the sea-front, shops and surrounding hills and countryside. A theatre, indoor and outdoor bowling greens and golf course are all near the Home together with churches, shops, banks and Post Office.

The Home can accommodate 67 residents; 48 residential and 19 nursing. All rooms have en-suite toilet and wash hand basin, a wardrobe and are fully furnished.

Residents are provided with a key to their room and are free to come and go from their accommodation as they wish.

Residents may invite family and friends as they wish and entertain them in the privacy of their own accommodation.

Resident's guests are welcome to take meals at the Home for a nominal fee. In the event of a resident receiving a large number of visitors at one time (e.g. on a special birthday), the resident and their visitors will be able to make use of one of the lounges in the Home, by prior arrangement with the Home Manager.

Each wing has its own small kitchen where residents can make their own drinks and snacks.

The bathrooms and shower rooms are especially adapted to include assisted baths and lifting equipment such as electric hoists.

Meals are served in the pleasant, light and airy dining room, but residents who are unwell can have meals in their rooms if requested.

Bedding, towels and the personal clothing of residents, who wish, are washed, dried, aired and ironed in the Home's own large laundry, by trained domestic staff. A dry cleaning service is also available and organised by the office staff.

Queen Elizabeth Court offers a wide range of recreational facilities including a fully stocked library. Social and other activities are an important aspect of the care at the Home. Residents are encouraged to remain active for as long as they are able. A full programme of activities is organised by the Activities Co-ordinator to include concerts, quizzes, shopping trips and visits to places of interest.

The Home has its own hairdressing salon where residents can enjoy haircuts and pampering from a professional hairdresser.

All residents are encouraged to register with their own GP. The Home has close links with the local surgery and surgeries are held at the Home. The Home can also arrange visits from chiropodists, physiotherapists and other health care professionals.

Regular religious worship is held in the Home; however, residents are free to attend a church of their choice in the local community.

Residents are able to take holidays if they wish. It is possible to take a break at another RMBI Home if accommodation is available, at no extra cost. Alternatively, residents are free to make their own holiday arrangements.

Fees for the Home

The current weekly rate at Queen Elizabeth Court is as follows:

- Residential care from £507.01 per week
- Nursing care from £787.99 per week

All applicants are assessed on an individual basis and advised of their weekly fee in writing before moving into the Home.

Residential Care Fee Bands

Band 1	£507.01
Band 2	£532.00
Band 3	£543.97

For those requiring residential care, the fee structure is set up in three fee bands. This enables us to distinguish between the different levels of care required at each band fee to ensure that the appropriate fee is charged according to the resident's care needs.

The weekly fee covers provision of accommodation, meals and care; fees may change as care needs change. If there is a requirement to change fee rates, appropriate discussions will be commenced and due notice will be given to those involved in the payment of individual resident's fees.

The fee structure and charging procedures of the RMBI are based on Central Government Fiscal Policy and the Community Care Act whilst giving consideration to the Charity's remit to assist Masonically eligible people of limited financial means and to use donors' money wisely. It is only fair that those who can afford to pay a realistic fee do so.

Fees do not include additional services such as physiotherapy, chiropody, newspapers or hairdressing.

Registered Provider

The RMBI is the registered provider for Queen Elizabeth Court. Mr Kevin Harris, Executive Director of Care Operations, is the main contact at the RMBI and is contactable by writing to: RMBI, 60 Great Queen Street, London WC2B 5AZ. However, please contact the Home Manager in the first instance.

Kevin is a Registered Nurse (MH) and holds a Diploma in Management. He has over 25 years' experience in the care industry, having had extensive responsibility in providing direct care as a Registered Nurse and over the last 15 years in a variety of Senior Management posts.

Registered Manager

Miss Debbie Lewis is the Home Manager at Queen Elizabeth Court. Miss Lewis is a Registered Nurse, a Registered Mental Nurse and holds an NVQ Level 4.

The Home Manager is in charge of the day-to-day running of the Home and is responsible for the welfare of the residents. The Home Manager is registered with the Care and Social Services Inspectorate Wales.

Staff at the Home

There is a structured Management Team with relevant experience in elderly and community care. As well as the Home Manager, a Deputy Manager, Business Administrator, Administrative Assistant, Activities Co-ordinator, Domestic, Catering and Maintenance staff take pride in providing a professional service as well as being flexible in their skills as necessary.

Registered General Nurses, supported by a team of Bank Nurses, are responsible for the day and night care of the nursing clients. All the nurses in the Home update their nursing knowledge and experience by relevant on-going study and training.

The Carers hold relevant qualifications and are encouraged to progress to undertake NVQ Level 2 and 3 in Care.

Contract caterers are employed at Queen Elizabeth Court, who work alongside RMBI staff to meet residents' catering needs. The menus rotate and comments on the food are positively welcomed. If you have any special dietary needs the catering staff will be happy to oblige.

Domestic staff undertake in-house training for manual handling and COSHH (Control of Substances Hazardous to Health). The laundry staff offer a full service, returning most items the next day, if not the same day. Bed linen is changed weekly or more frequently as required.

Health & Safety

The Home is covered by an emergency call system. The call points are found in all residents' bed-sitting rooms, toilets, bathrooms and lounges. You will never be far from one and they are well marked.

Policies and procedures are in place in respect of the needs of both residents and staff. Fire drills are held (at varied times) for both residents and staff and modern fire detection/warning equipment is in place. The staff regularly update their training to deal with such an emergency.

Any electrical items brought into the Home are subject to safety checks at the time residents move into the Home and periodically thereafter.

Health and Safety committee meetings with representatives from all staff departments and residents are held regularly.

Copies of the Health & Safety Policy are available on request.

Application to the Home

The RMBI provides care for Freemasons and their dependants. There are several different categories of eligibility and you must meet the criteria for one category to access the RMBI's services.

Please read the RMBI eligibility policy for more information.

Initial contact with the Home can be made by telephone or in writing. You will be required to complete an application form and to provide information about your Masonic eligibility. We are, of course, very happy to assist you through the application process.

Emergency admissions can be accommodated in exceptional circumstances. Please discuss your requirements with the Home Manager.

Please take the time to visit the Home to walk around the building and familiarise yourself with the facilities. When you visit the Home you will be most welcome to talk to residents and ask them questions.

Members of staff will also be pleased to provide you with information and answer any queries you may have.

Residents' Views of the Home

All residents are encouraged to air their views on the running of the Home. Regular residents' meetings are held and any complaints promptly dealt with. Our aim is to make

Queen Elizabeth Court a pleasant place to live. Below are comments provided by residents of the Home.

"I feel much better for my stay and many thanks to the nice and friendly people."

"The staff always have a friendly welcome and always offer a cup of tea or coffee. It is a shame there are only a few homes like this."

An annual Quality Survey is also conducted at the Home for completion by residents and relatives. Results from this Survey help the RMBI to improve and develop its services to residents.

Terms and Conditions

If you decide to move into Queen Elizabeth Court, you will be issued with a Resident's Agreement and a statement of the terms and conditions of your residence with the RMBI.

It is our hope that residents moving into RMBI Homes choose to live in our Homes for the rest of their lives. However, should a resident choose to leave a Home permanently, four weeks' notice must be given.

Regulatory Body of Care Homes for Older People

The Home is subject to regulation (Care Standards Act 2000) and is regularly inspected by the Care and Social Services Inspectorate Wales; a copy of the latest report is available on request.

CSSIW North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
LL31 9RZ

Tel: 0300 062 5609
www.cssiw.org.uk