Statement of Purpose

Connaught Court

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York
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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.

Registered Charity No. 207360

- 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

Situated in extensive parkland close to York city centre, Connaught Court was purpose built in 1971. The grounds are beautifully landscaped and well-maintained, providing pleasant areas to sit and walk.

The Home can accommodate 90 residents and offers 65 residential, 15 nursing and 10 dementia care places. All rooms have en-suite toilet and hand wash basins. On each corridor there are bath/shower facilities especially adapted for safe usage so residents maintain their independence.

There are four lounges in the main Home, all with television sets, available for residents' use. The main lounge is also used for entertainment including musical

evenings, concerts, parties and communal activities.

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.

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.

Connaught 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 a doctor visits the Home weekly. 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.

Fred Crosland House

The Dementia Support Unit, Fred Crosland House, was opened in February 1998 to offer care for people with severe memory loss or dementia. There are ten single rooms with en-suite toilets, two lounges and a small sitting room, dining room and kitchen. Two specially adapted baths and showers are also available.

The Dementia Support Unit is small and friendly with the emphasis on individual care. Residents are able to join in the activities in the main Home if they wish. Regular trips in the minibus and car are also offered.

A covered walkway around the large patio area allows space to wander in safety and to enjoy the outdoor space. There is also a large enclosed landscaped rear garden

with a summer house and a sensory garden in the courtyard for resident's enjoyment.

Sheltered Housing
Limited sheltered accommodation of up to four places is offered for those people who prefer to live more independently, but with support nearby in an emergency.

Fees for the Home

The current weekly rate at Connaught Court is as follows:

- Residential care from £535.01 per week
- Nursing care £826.98 per week
- Dementia care £863.03 per week
- Sheltered accommodation £147.00 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	£535.01
Band 2	£598.01
Band 3	£662.97

For those requiring residential care, the fee structure is set up in three bands. This enables us to distinguish between the different levels of acre required at each fee band 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 Connaught 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

Mrs Margaret Cade is the Home Manager at Connaught Court. Margaret is also a Registered Nurse. 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 Quality Commission.

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, Assistant Home Manager, Business Administrator, Operations Co-ordinator, 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. The chefs at Connaught Court work hard 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

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

"I would like to thank all the staff for all the love and care that you give to mum and dad. The patience and understanding you all show is wonderful. They speak very highly of their carers."

"If there was an NVQ for loving kindness you would all get distinctions."

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 Connaught 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 (The Health & Social Care Act 2008) and is regularly inspected by the Care Quality Commission; a copy of the latest report is available on request.

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
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Website: www.cqc.org.uk

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