

# RMBI *news*

Issue 3

Autumn 2011

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## Welcome to the RMBI news magazine

This issue focuses on people's experience and satisfaction from using our services. The results from our annual satisfaction survey measure the key services within the Homes to gauge how happy and satisfied residents are.

We invest heavily in our Homes to ensure we meet current legislation. On page 7 we explain how our new Interior Design Manual helps to ensure that our Homes are both comfortable and aesthetically pleasing.

Activity Co-ordinators have been very busy providing a plethora of activities in the Homes and supporting their Associations' of Friends in hosting the annual summer events.

As always, we would welcome contributions from anyone connected to the RMBI.

We hope you enjoy this issue of RMBI news.

For contributions email: [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk)

Next issue: Winter/Spring 2012

### Apology and correction

Apologies for incorrectly printing the name of George Wilkins in the last issue of the RMBI news, Issue 2 Spring 2011, page 3.



## Georgina Stride – Grateful thanks

During a special residents' lunch at Barford Court, Hove, a certificate was presented to Georgina Stride for her outstanding and continued contribution to the Home by the Association of Friends of Barford Court.

The certificate was presented by the Association President, RW Bro Kenneth E Thomas (PGM Sussex),

accompanied by the President of the RMBI, Willie Shackell, who presented Georgina with a fine bouquet of flowers.

Georgina was stunned to receive the certificate. She expressed her thanks and said that to receive such an accolade for doing work she thoroughly enjoyed was wonderful.



Georgina receives her certificate



David Innes,  
Chief Executive

In this edition of RMBI News one of the articles outlines the results of this year's annual satisfaction survey. It is the first survey since we embraced fully the concept of 'person centred care' and made some fundamental changes to our care strategy. Consequently I was delighted to see an improvement in many areas, and high levels of satisfaction with our Homes and our staff. However, there is always room for improvement and it is clear from the survey that we can do better, particularly with the overall dining experience and some of the activities that we organise.

One other area that arose in the survey and which residents frequently raise with me on my visits to Homes, is the fact that the staff always seem to be busy and don't have enough time to sit and chat with residents. This is clearly a difficult issue as staff costs are the single biggest expense we have and additional staff would mean higher fees. However, I have asked Kevin Harris, the Executive Director of Care, to see if there are ways in which working practices can be adjusted to enable staff to spend slightly longer with residents.

Throughout the summer our wonderful Associations of Friends have been running a huge range of events at the Homes. There is a report on some of these later on in this newsletter but I would like to record a personal thank you to all those involved in these events. I am aware that they take a great deal of organising and I know that not only do the residents enjoy them enormously but they also benefit from them.

## National Care Award for RMBI Trustee

Sushil Radia has won the 'Outstanding Contribution to Social Care' award at the Great British Home Care Awards for his work within the care industry. The ceremony was held at the Royal Courts of Justice, London.

The Great British Care Awards are a celebration of excellence across the care sector. The purpose of the awards is to pay tribute to those individuals who have demonstrated outstanding excellence within their field of work.

Sushil has been a Trustee of Counsel and Care for over a decade and its Chair from 2008 until recently. Under his leadership Counsel and Care has reached more older people, their families and carers through its unique advice service, and has raised its profile and influence in the debate about the future of care. Sushil combines a passion for getting the best care for older people with a great track record in developing care businesses.

Sushil joined the RMBI as a Co-Opted Trustee in August 2009. Since then, the RMBI has undoubtedly benefitted from his vast experience in the care sector.



# Measuring Up

High quality care provision has always been a key priority and as in previous years, this year we conducted an annual satisfaction survey at all of our care homes. Residents and relatives were asked to give their feedback on the various services offered by the RMBI. Below is a summary of the results from people living at the Homes.

A total of 932 surveys were sent to residents. 548 people responded, a response rate of 59%. This is a significant improvement on the 44% response rate obtained last year and particularly high for a survey of this nature within the care industry.

## KEY FINDINGS

### The Home

- 91% of residents liked their room and 92% felt their room was private.
- 95% felt safe and secure at the Home.

All the responses to questions about the Home were positive and a high proportion of people were able to agree completely with the statements given in the questionnaire, indicating high levels of satisfaction.

### Food and Drink

The answers to the questions in this section indicated there is room for improvement in the catering, especially around issues of:-

- Enjoyment of the food.
- The choice offered by the menus.
- The quality of the food.
- The temperature at which the food is served.

### Staff

- 93% of residents felt that staff were polite to them and 80% felt that staff listened to them.

Responses to the statement "The staff spend time with me" and "The staff help me to make decisions" were

lower than the other scores within this section and indicated a need for improvement in terms of enabling staff to have more time with residents.

### Activities

A high proportion of the respondents (76%) said they knew what activities were going on in the Home. However, boredom was a problem for some residents in most of the Homes – over half the residents (56%) said that they were often or sometimes bored.

- 57% felt there were things to do throughout the day at the Home.
- 49% preferred organised activities and entertainment, whilst 45% liked to do things on their own.

Although the scores in this section were above average they were lower than the scores in some other parts of the survey, and residents' responses revealed that more could be done to encourage stimulation.

### Help and Support

- 81% of residents felt they could talk to someone about their concerns.
- 80% felt that the staff involved them in the way they are cared for.

People's responses to the questions in this section were very positive, again indicating high levels of satisfaction.

The number of residents who felt that they were involved in the way they are cared for represents a huge

improvement compared with a similar question which was asked in previous years where less than 50% of residents agreed with this statement. This excellent result can be attributed to the considerable work that has taken place on the care planning process and the way in which the care plans are completed and used to deliver care.

**Overall 91% of residents would recommend the Home to someone else.**

### What happens now?

In the coming months we will continue to evaluate the results from the satisfaction surveys. Working with the Home management teams we will ensure that any concerns and issues identified are thoroughly addressed, and that robust improvement plans are developed and implemented.

A copy of the survey report can be downloaded from the RMBI extranet at: <http://extranet.rmbi.org.uk/>

We would like to thank all residents and relatives who participated in this survey. Your feedback is very important to help us continue to deliver a high level of quality care.

***"Being cared for and being with others is what I enjoy the most at the Home."***

A resident at Prince Michael of Kent Court, Watford.

*"I like living here because I am assured in the knowledge that my needs are met in pleasant surroundings for the rest of my life."*

A resident at Scarborough Court, Northumberland.





A communal room at Shannon Court, Surrey



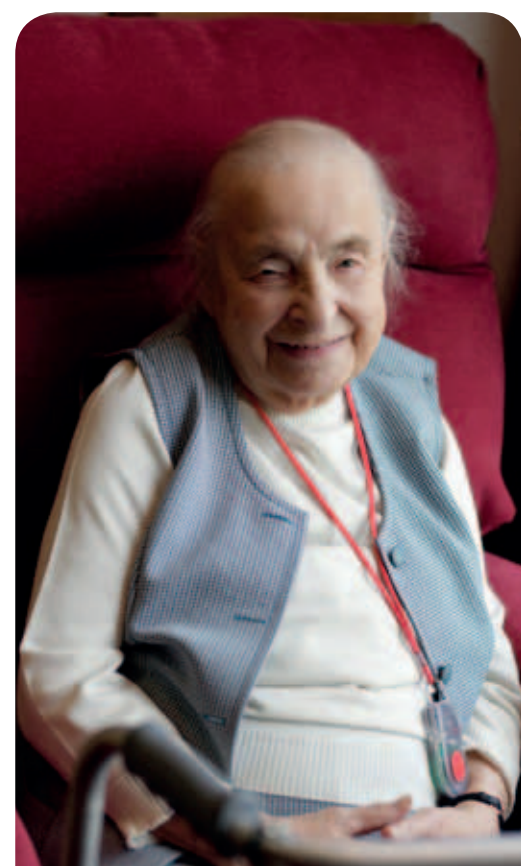
Dining room at Scarborough Court, Northumberland



Refurbished hairdressing and beauty room at Prince George Duke of Kent Court, Kent



Refurbished reception area at Ecclesholme, Manchester



A resident enjoying the comforts of the new environment at Shannon Court, Surrey

# Our Grand Designs

We continuously invest in our care homes to ensure that they meet government guidelines, legislation and the changing needs of older people. We also ensure that there is a consistent style in our Homes in order to create a comfortable environment for our residents.

Just over 18 months ago an Interior Design Manual was developed using the RMBI Corporate Identity guidelines as its foundation. This ensures that all RMBI Homes are refurbished to a consistent standard where the interior design is distinguishable and recognisable.

## The Purpose of the Manual

The purpose of the Manual is to help provide an environment that suits all people living at our Homes and to create an image that is welcoming and representative of the RMBI across all its Homes.

The Manual offers a series of options that the management staff can use to refurbish areas in the Homes, from furniture and curtain choices to wallpaper and flooring. This removes the temptation for a mix and match approach of personal tastes and helps to maintain a consistent style throughout.

As the RMBI's property portfolio ranges from listed and art deco buildings to purpose built care homes, the Manual was developed once a review was undertaken of all its properties. This was to ensure that colours and themes were selected that would enhance the buildings natural aesthetics and help to create more comfortable environments. This helps the management team in choosing the right themes and colours to suit the building and most importantly the various types of care that is provided in different areas of the Homes.

A range of furniture and furnishings has also been selected on the basis of their high standard of quality, thus adding value to the Homes as well as ensuring that appropriate furniture is purchased to suit the varying needs of people living in our Homes.

## Refurbishment at Homes

The Homes have been going through major building and fire prevention works due to regulation changes. While this work has been in progress, we have taken the opportunity to carry out the refurbishments required at the Homes in line with the Manual, resulting in minimal disruption for the people living in the Homes.

Reception areas at Cadogan Court in Exeter, Ecclesholme in Manchester, Lord Harris Court in Berkshire and Prince George Duke of Kent Court in Kent, have been upgraded to allow more space, natural light and seating areas and to form a more consistent image of a welcome area in RMBI Homes.

A previously unused section of Albert Edward Prince of Wales Court in Mid Glamorgan has been refurbished to provide 10 bedrooms with ensuite facilities in the form of wet rooms. In addition, the lounge, dining room and kitchen areas have also

been refurbished, all in line with the Manual.

Prince George Duke of Kent Court in Kent, has also recently had its hairdressing suite upgraded and modernised to ensure that treatments are provided in pleasant and relaxing surroundings.

Queen Elizabeth Court in Llandudno, has had lounge areas and communal areas in the nursing wing refurbished in line with the Manual. This has given a new lease of life to the areas, creating a warm and welcoming atmosphere that is suitable for the nursing care provided.

Connaught Court in York, is currently undergoing some major works to enhance the aesthetics of the Home as well as providing newly refurbished areas such as the new dementia zone area.

## James Terry Court opens its doors

Phase 1 of the rebuild of James Terry Court, Croydon opened this autumn. Phase 1 is furnished using the Manual to ensure consistency and a high standard of furnishings.



Residents in a new dining room in Scarbrough Court, Northumberland

## Chris Caine, Deputy President



**Chris Caine, Deputy President of the RMBI provides a brief history of his career and current role at the RMBI.**

"I first became aware of the RMBI in 1993, when I attended a meeting of the Committee of Management, with a fellow Freemason, as a guest.

"I became a regular attendee, then a member assisting the Friends of the RMBI with procuring advertisements for the Annual Ball brochure.

"I was appointed a Trustee of the Charity in 1999, then Chairman in April 2004 and Deputy President in October 2010.

"One of my key tasks is to forge closer links with members of the Associations of Friends at all RMBI Homes. These dedicated, hardworking and immensely important volunteers give freely of their time and talents in support of our residents. This is not just raising funds, although important in many Homes, but also providing opportunities for our residents to have those 'luxuries' such as trips out, shopping trips and library services, or just a friendly face to whom they can sit and chat.

"I have attended meetings with most Associations of Friends and I have found, with no surprise, enthusiasm and dedication among the ladies, gentlemen and Brethren who comprise the committees.

"The Deputy President is also the main Trustee link for those Provinces in Festival, particularly those coming into and concluding Festivals as well as being Chairman of Compass Housing, our sheltered housing scheme Robert Eliot Court in St Austell, Cornwall, and the link with the Friends of the RMBI, who run an Annual Fundraising Ball.

"I feel immensely privileged to have been given this opportunity to develop the role of Deputy President and continue to play a major part in the RMBI."

## Provincial Donation for RMBI care home

The Province of Yorkshire, West Riding has donated £86,000 to RMBI care home Connaught Court, York.

There are currently 750,000 people living with dementia in the UK and this figure is set to rise within the next 20 years. In a recent report from the Alzheimer's Society, it was stated that two-thirds of people living in care homes have some form of dementia.

Therefore, at a time when dementia is one of the most important issues we face, this donation has been provided to help turn part of the Home into a new dementia area

The Province has close ties with the Home and has been a great supporter of the work of the RMBI for many years.

This welcome donation comes at a time when the Home has been working on and implementing the Care Strategy that focuses on person centred care and how the RMBI can improve and expand its services to people living in its Homes.

The donation will be used to create a much fresher environment internally and to make the many alterations that are required in a modern dementia zone. It will also be used to create a sensory garden outside where the residents can walk safely.

# Over £2m raised by the Province of Berkshire

Ascot Race Course was the chosen venue to hold the celebration dinner to mark the end of the Berkshire 2011 RMBI Festival, which raised £2,276,000 over the five year period and produced the highest amount per member ever recorded for an RMBI Festival.

The event was attended by RW Bro David Williamson, Assistant Grand Master; RW Bro Michael Hooton, President of the Festival and representatives from the Province and from the RMBI.

The target set by the PGM was initially £1.5 million, but, this was exceeded some time ago. Chairman of the Organising Committee W Bro John Nixon, Festival Chairman, announced the grand total to an astonished 520 guests.

The RMBI is immensely grateful to the Province of Berkshire for all the generous support of the Berkshire 2011 Festival, which will enable the Charity to continue and develop its important work.



From left to right: Gerry Hann, Provincial Charity Steward; Anne Hann; Gail Nixon; John Nixon, Festival Chairman, David Williamson, Assistant Grand Master; Margaret Williamson; Vicki Hooton; Mike Hooton, Festival President; Sue Shackell; Willie Shackell, President RMBI; Joan Williams; Peter Williams, Head of External Affairs RMBI.

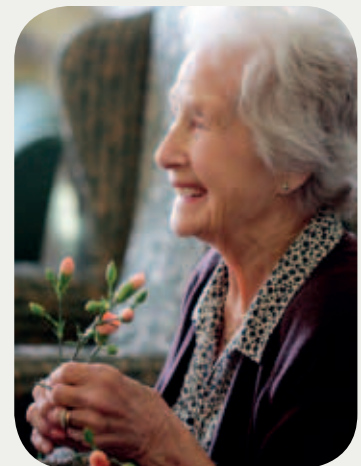
Picture supplied by: Mike Swift

## The RMBI secures a £25,000 grant

The RMBI has secured a grant from the Gwyneth Forrester Trust to help fund Prince Edward Duke of Kent Court's sensory garden in Essex.

The Trust has awarded £25,000 to the RMBI specifically towards the sensory garden at the Home which supports a dementia unit.

The sensory garden will help people living at the Home with dementia and those with communication difficulties to enjoy the outdoor space in a safe and tactile environment.



# Karen completes the Marathon

This year the RMBI was awarded a Silver Bond placement for a runner in the London Marathon.



On 17 April in hot and humid conditions Karen Shepperdson, Deputy Home Manager at Lord Harris Court, Berkshire successfully completed the course on behalf of the RMBI.

Karen already had experience of running marathons and she put that experience to good effect during the course of this year's race. The temperature was very draining on the day and for many runners the main objective was making sure that they completed the course safely rather than achieving their target completion times.

The Silver Bond scheme guarantees the holder a London Marathon place once every four years. As it was our first ever charity place we wanted to give a staff member the opportunity of competing and representing the RMBI.

The RMBI is happy to report that Karen made it home in one piece and when all sponsorship monies are collected, expects to have raised close to £2,000 for the RMBI.

Thank you very much for your efforts Karen!

## The Tithebarn enjoys the beat of cadet music



Resident Harry McLeish showing the cadets his bugle skills

Army Cadets attending the National Cadet Music Concentration at Altcar Camp, Merseyside, entertained residents at The Tithebarn, Liverpool, with a concert and a rousing display from the Corps of Drums.

First, the cadet band played a wide selection of music from films and theatre, including a wartime songs medley. The residents and staff sang along to 'Dolly Gray', 'Roll Out the Barrel', 'The Quartermaster's Store' and 'We'll Meet Again'.

The Corps of Drums then marched into the forecourt of the Home and played some stirring military tunes – British

Grenadiers, Killaloe (with Irish battle cry), Great Escape and other military marches. But perhaps the favourite for the residents was the rather non-military calypso tune 'Yellow Bird' with the front rank of drummers giving a dancing display!

To conclude the show, the band and Corps of Drums united to play 'Swing March', which showcased the buglers, together with the band. During refreshments, the residents had a chance to try the instruments and tell the cadets of their military service.

# Summer Celebrations

The Associations of Friends held their annual events at the Homes this summer and two RMBI Homes celebrated their birthdays. The Activity Co-ordinators continued to provide residents with a plethora of activities to suit all.

## Associations of Friends Summer Events

Over the summer all Associations of Friends have held events to help raise funds for the Homes. They are held annually, ranging from summer fairs and garden parties to 'Ascot' themed race days and hog roasts. The events are attended by members of each Province as well as RMBI representatives and relatives. They demonstrate the tremendous support that the Associations of Friends provide to our Homes.

The RMBI would like to thank every one of our Associations of Friends for their continued support.

## Birthday celebrations

Tied in with the summer events, two RMBI Homes celebrated their birthdays.

Connaught Court, York, celebrated its 40th birthday with a themed 'Proms in the Park' picnic. The entertainment was provided by The Shepherd Homes band and Vintage Rhythm. The climax of the show was a concert by The York Light Orchestra who provided a 'Proms' style finale.

Cornwallis Court, Suffolk, celebrated its 30th birthday with a Summer Fete which included a marching band from the Boys' Brigade and a New Orleans Dixieland jazz band. They entertained the attendees for the afternoon, along with numerous stalls for them to stroll around.

The celebrations included a number of presentations, one of which was made to the staff of Geoffrey Dicker House for their achievements in dementia care. The award was presented to Pam Stammers, Senior Care Assistant on behalf of all the staff of Geoffrey Dicker House.

Both events were truly memorable occasions and the RMBI would like to thank all those involved.



Photos from top: 'Ascot' themed race day at Devonshire Court, Leicester; summer fair at Ecclesholme, Manchester; 'Proms in the Park' picnic at Connaught Court, York; and summer fete at Cornwallis Court, Suffolk.



We are always interested in receiving your contributions to this magazine. Please contact Marketing at [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk) if you would like to contribute to the next issue.

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