

# RMBI NEWS



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rated top  
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Associations  
of Friends

Caring is our way of life  
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# BUILDING FOR THE FUTURE

In 2017, we have spent around £2m on building improvements at some of our Homes. This has included redecoration, boiler and window replacements, as well as more specialist work such as creating new dementia services. We now have over 280 placements dedicated to dementia care and these numbers are likely to increase. We're committed to investing in our services to ensure our Homes remain fit for the future. At present, we are looking to create new 'dementia streets' at Devonshire Court in Leicester and James Terry Court in Croydon.

We are fortunate as we continue to benefit from legacies, donations and Festival funds as well as the generosity of our hard working Associations of Friends who help to enhance the quality of life for our residents. I visited Connaught Court in York recently to see some of the newly refurbished areas and enjoyed a Caribbean themed event in one of the Dementia Support Houses at the Home. The music, food, entertainment and atmosphere amongst staff and residents was great to experience.

We are also looking at new opportunities in 2018 and plan to build a new care home for up to 72 people, which will replace Lord Harris Court in Wokingham, Berkshire. I am pleased to say that residents, families, staff and the local Masonic community are fully supportive of the new Home which will be built, subject to planning approval. Alongside the new care home, we are also looking to build a number of Assisted Living apartments for people who may need some support but wish to live more independently, with a proposed launch date of 2021.

**I hope you enjoy this issue with more stories from our residents, staff and charity activities over the last few months.**



**Mark Lloyd**  
Managing Director

# NEWS IN BRIEF

## **Surrey residents awarded Legion d'Honneur**

Two RMBI Care Co. residents have received a Legion of Honour award, the highest decoration in France, which was awarded to all surviving D-Day veterans. Jim Humphries, 98, received his award at Shannon Court in Hindhead in a special ceremony which coincided with the 300<sup>th</sup> Anniversary of Freemasonry in June. Godfrey Wilshire who lives at James Terry Court received his award in time to mark his 100th Birthday this year.

## **One of the UK's longest married couples mark their 77<sup>th</sup> anniversary**

Residents Ethel and Richard McMillan celebrated their 77<sup>th</sup> Anniversary in July. The couple, who live at Prince Edward Duke of Kent Court in Essex, marked the special occasion with residents, family and staff at the Home. The oldest married couple known in the UK are thought to have celebrated 80 years of marriage earlier this year.

## **New Impact Report**

Our Impact Report 2016/17 is now available, highlighting some of our biggest achievements over the past year, as well as our current projects and plans for the future. You can also read more about what life is like at an RMBI Home from our residents' and relatives' stories. Request a copy by emailing [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk) or visit [www.rmbi.org.uk](http://www.rmbi.org.uk) to view the digital version.

# RMBI CARE CO. RATED TOP EMPLOYER BY STAFF

An employee survey\* at RMBI Care Co. carried out earlier this year has revealed a high level of employee satisfaction. Over 800 staff members took part in the survey conducted by Agenda Consulting on behalf of the charity.

Staff members were asked to share their views across 11 different work areas including Communication and Change, Cultures, Values and Wellbeing and Quality of Service. RMBI Care Co. received a high Employee Engagement Index score of 83% which was recognised by Agenda Consulting with a special award for positive engagement levels.

Amongst the findings, 90% of respondents said the work they do gives them a feeling of personal achievement, whilst 91% said they are given the necessary training to do their job effectively. The survey also revealed that 81% of employees would recommend

RMBI Care Co. as a good place to work; 85% telling us they would willingly put in extra effort to help the organisation.

The findings have been benchmarked against data collected from 15 similar care organisations in the UK and show that RMBI Care Co. staff are more satisfied with their pay, working tools and equipment, training and leadership, than the average benchmark for similar organisations.

Louise Bateman, Human Resources Director at RMBI Care Co. said: "Over the past three years we have invested in our Learning and

Development initiatives, including our Leadership and Management development at all levels. We enhanced our induction programme for all new joiners and feedback from this year's survey shows that this has been well received by our employees.

"We now also offer all care home staff a comprehensive Employee Assistance Programme which they receive from their first day of employment. We are committed to being an employer of choice and creating a working environment where staff are listened to, feel supported and valued."

90%

of staff said the work they do gives them a feeling of personal achievement.

81%

of people would recommend RMBI Care Co. as a great place to work.

90%

of staff said they are given the training necessary to do their job effectively.

82%

of people said they are proud to tell people they work for RMBI Care Co.

\* RMBI Care Co. Staff Survey 2017, based on 815 responses.

# INVESTING IN OUR DEMENTIA FACILITIES

## Albert Edward Prince of Wales Court launches new areas for people with dementia

RMBC Home Albert Edward Prince of Wales Court in Porthcawl, Mid Glamorgan has opened a new Dementia Support House and range of facilities for people living with dementia.

The new area officially opened on 24 June to mark the 300 Years' Anniversary of Freemasonry. Designed to support older people with complex needs, facilities include additional nursing rooms with overhead hoists, a palliative care suite and specially equipped bathrooms. E Wyndham Powell, a new Dementia Support House, features 12 bedrooms, reminiscence areas, themed corridors, kitchen diners and an internal courtyard with sensory plants and seating.

The works have been funded by the Masonic Benevolent Fund of South Wales who donated £300,000



to support the new facilities. RMBC Care Co. is also investing £750k in 2017 for extensive remedial works at the Home.

## A new street themed garden for Prince Michael of Kent Court

Residents at Prince Michael of Kent Court have been enjoying their new 'street themed' garden, which is set in the Jersey Dementia Support House at the Home in Watford, Hertfordshire. The unique garden was launched in July to support residents with dementia.

The new-look garden called Barnato Street, features a level crossing with traffic lights, post office, café, bus shelter, signage and telephone booth from the 1960's era. A traditional flower stand has been named 'Lizzie's Flowers' after former Home Manager Elizabeth Corbett, who helped create the garden concept and Marjorie's Bakery



Left: David Innes, Chief Executive, MCF, Mark Lloyd, Managing Director, RMBC Care Co. and Sir Paul Williams, Chairman of RMBC Care Co., Gareth Jones, Provincial Grand Master of South Wales Province. Above: Deputy Home Manager Nina Stephens with resident Vivienne Williams at Prince Michael of Kent Court.

was named in memory of resident Marjorie Baker, whose family donated to the project.

"Over the past few years, we have been looking at all aspects of the Home to see how we can make the most of each space so that it is meaningful to our residents. By recreating this street of a bygone era our residents living with a dementia can relate to this period in time through reminiscence. It enhances their sense of wellbeing and gives residents purpose by providing daily activities that are familiar and mean something to them," says Home Manager Beverley Roberts.

The project was funded by a number of supporters, including the Barnato Lodge No. 2265 Benevolent Fund who donated £30,000 and the Association of Friends of Prince Michael of Kent Court.





# GETTING TO KNOW THE ASSOCIATIONS OF FRIENDS

We're always looking for reasons to celebrate life and the people living and working in our Homes. The Associations of Friends, who support each of our care homes, work tirelessly throughout the year and often in the background alongside the Homes' teams, to enhance the quality of life for our residents.

"We have two major fundraising events during the year, a Spring Fair in May and a Christmas Fair in December," says David Barber, Chairman of the Association of Friends of Prince George Duke of Kent Court in Chislehurst, and a member of the Friends for over 17 years. "In addition, we organise a Strawberry Tea in June, where we source the strawberries locally and get our scones from a neighbourhood bakery. The residents really look forward to the event."

Each Home's Association of Friends help to organise a variety of events to support RMBI Homes, bringing an opportunity for people to come together to socialise with residents and staff as well as fundraise along the way.

At Queen Elizabeth Court in Llandudno, Conwy, the Home's Association of Friends helped to raise a whopping £20,000 for the Home during their summer fair, which also coincided with the 300 Years' Anniversary of Freemasonry this year. The Home invited local charities including Blind Veterans UK, St David's Hospice and Wales Air

Ambulance and the local community to join residents, families and staff. Wales Air Ambulance brought a special surprise on the day when they landed a helicopter near the Home's grounds. Guests also enjoyed a range of stalls selling local cheeses and wines and family entertainment included a choir and mini quad bikes for children.

Activities Coordinator Gary Carr said: "It was a hugely successful event and provided a great opportunity for the residents, families and the local community to get together to celebrate 300 Years of

“It was a hugely successful event and provided a great opportunity for the residents, families and the local community to get together to celebrate 300 Years of Freemasonry.”

Gary Carr Activities Coordinator at Queen Elizabeth Court

Left: Staff at a 1950's party at Prince George Duke of Kent Court. Far right: Resident Patricia Neville doing the hoopla.





Freemasonry. I don't think we've ever had a bigger event at the Home and are hugely grateful to our Association of Friends for their support."

Speaking of what motivates David as a member of the Friends, he says: "Working with the Home's staff for the benefit of residents is an immensely satisfying experience. It enables us to directly help our Brethren and their dependants to have a better quality of life."

The Association of Friends of Prince George Duke of Kent Court has helped to buy items such as wheelchairs specially adapted for use in the Home's minibuses, a TV screen in the nursing area and entertainment system to provide enhanced music facilities at the Home. They work closely with Susan Goodrich, the Home's Activities Coordinator and each year the Friends raise in excess of £7,000 to support the variety of entertainment offered from themed parties to creative

arts, pet therapy sessions and day trips.

Being a member of the Association of Friends has enabled David to understand what it means to be an older person in unfamiliar surroundings. "I can support people to help them feel they are not alone and that each person is valued," says David. "It has proved to me that giving money is important but giving time for the benefit of others is far more rewarding."

**If you are interested in becoming a member of the Associations of Friends and supporting one of our Homes, please contact the Secretary of your local Association of Friends. If you are a member of the Friends or a volunteer at an RMBI Home and would like to share your story, please write to us at [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk).**

Left: Resident Joan Mailing at Prince George Duke of Kent. Above: The Tenovus choir performs at Queen Elizabeth Court's Summer Fair.





TAKING ACTION AGAINST DEMENTIA WITH

# ALZHEIMER'S SOCIETY

**To help raise awareness of dementia, we have teamed up with Alzheimer's Society to encourage all staff members to become a 'Dementia Friend.'**

The Dementia Friends initiative, set up to change people's perception of dementia, encourages everyone to learn a little more about the condition by attending a face-to-face information session, or by watching an online video. Those who wish to become more involved can also sign up to become a Dementia Friends Champion and run their own sessions to help educate others.

Staff members at RMBI Care Co.'s Zetland Court in Bournemouth have shown their support by becoming Dementia Friends, while other team members have joined together and are planning to climb the Great Orme in Llandudno to raise awareness.

Anne Child, Pharmacy and Dementia Specialist Lead at RMBI Care Co., leading the awareness activity said: "We're really excited about getting involved with Alzheimer's Society's Dementia Friends initiative. Around one million people will have dementia by 2025 and this figure is projected to rise to over two million by 2050. We support over 1,000 older people across 17 care homes in England and Wales and we believe that people can still live full and meaningful lives with dementia. It's vitally important however, that we create a better understanding in the wider public to recognise the symptoms of dementia and how it can affect people, so that we can really support those living with the condition."

Sara-Jane Little, Programme Partnerships Officer at Alzheimer's Society said: "Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition.

"Whether you attend a face-to-face information session or watch the online video, Dementia Friends is about learning more about dementia and the small ways you can help. From telling friends about the Dementia Friends programme to visiting someone you know living with dementia, every action counts."

Below: Staff at Zetland Court have signed up to become Dementia Friends.





# RMBI CARE CO.'S FIRST CARE VILLAGE IS COMING TO BERKSHIRE

If you've ever wondered what care homes will be like in the future, so have we. At RMBI Care Co., our development team is always looking at how our services can and will evolve over time, catering to different generations as well as a variety of complex care needs.

Our first care home of the future can be seen in our plans for Lord Harris Court in Berkshire where, subject to planning permission, we will develop a care village concept.

The proposed care village will consist of a residential care home for up to 72 people with nursing care and dementia support, as well as over 70 Assisted Living apartments and some bungalows for people who require some support but who wish to live more independently. It will also have a restaurant and other

leisure facilities. The new care home will be built alongside the current Home at Lord Harris Court and will replace it upon completion.

"We're delighted to announce the plans of RMBI Care Co.'s first care village in Berkshire. This concept is becoming increasingly popular as the needs of our older population are evolving and changing over time. While we still need traditional residential care, we are now looking at the future of our services to

ensure that our environments continue to be suitable for people living with dementia and other complex needs," said Mark Lloyd, Managing Director, RMBI Care Co.

"In addition, we want to address the needs of older people who may require some support but still wish to live independently, which is the focus of our Assisted Living apartments and bungalows," Mark adds.

Plans for the new care home at Lord Harris Court in Berkshire.



# MASONIC CHARITABLE FOUNDATION

## Have you heard of the Masonic Charitable Foundation?

You already know that at RMBI Care Co. we provide high quality care for older members of the Masonic community, but did you know that many of our residents may also be eligible for support through the Masonic Charitable Foundation (MCF)?

The MCF builds better lives for Freemasons and their families by encouraging opportunity, promoting independence and improving wellbeing. Not only are Freemasons living in our Homes potentially eligible for support – so too are their married, life or widowed partners, and their grandchildren under the age of 25 and in full-time education.

Jean’s husband was a Freemason and after he passed away, she moved in with her daughter Lindsey. The family first got in touch with the MCF when Jean’s mobility started to deteriorate and the charity provided a rise and recline chair.

“The chair made such a difference to Mum’s life, but being a carer meant I didn’t get to spend much time with my husband, so the MCF agreed to fund respite care to give us the chance to go away together as a couple. Unfortunately, Mum’s care needs changed and I was no longer able to care for her at home – it was at this point we started to discuss Mum moving

Above: Jean and her family were supported by the MCF.

into a Masonic care home. The whole process was seamless, and the staff were lovely throughout. The nurses were ready to greet mum at the door and were reassuring and welcoming from the start.”

It may be reassuring for you to know that if any resident in one of our Masonic care homes is no longer able to fund their care, they can continue to live in our Homes as long as we are able to support their needs. Beyond this, all Masonic residents and some of their close family members may be eligible for a wide range of grants and other services from the MCF, including:



### Financial support

- Essential daily living costs
- Help through a personal crisis
- Funeral bills
- Emergency home repairs



### Health & Wellbeing

- Medical treatment
- Mobility aids & home adaptations
- Counselling



### Educational expenses for children

- University scholarships
- Support for exceptional talent



### Care

- Masonic care homes
- Respite care
- Guidance & support from professional advisers

Can the MCF help you? Call today to find out at 0800 035 60 90 or email [help@mcf.org.uk](mailto:help@mcf.org.uk).



# FRIENDSHIPS BLOSSOM AT ZETLAND COURT

Located a few minutes' walk from the sandy beaches in Bournemouth, Zetland Court is home to Jenny Withenshaw and Jean Best. Jean and Jenny have developed a special friendship since living at the Home and are currently planning a week's cruise together along the River Rhine in Germany.

Jenny, 91, came to live at Zetland Court in May 2016 from Somerset with her husband Dennis. She was born in Germany and moved to England in 1950 where she worked as a nurse in Liverpool. Dennis was a Freemason of Wen Lodge in North Wales and Northbourne Lodge in Bournemouth where he was an Almoner for several years. Sadly, Dennis passed away in December 2016.

Jean, 84, moved to the Home with her husband Reg in February 2014 from their home in Bournemouth. She has two sisters who live in Australia with their children and Jean went to visit them last year for a six-week holiday.

Originally from Lancashire, Jean moved to Bournemouth in 1945 to live with her family and to support her grandfather after her grandmother died. She worked in an office during most of her career and retired from Barclays Bank in 1993 after 20 years' service. Reg, Jean's husband, was a Freemason at Ethlebert Lodge in Bournemouth and the couple enjoyed attending Lodge events together in the local area, including social evenings and ladies' nights.

Speaking about daily life at the Home, Jean says: "I enjoy playing scrabble, bingo and doing quizzes with Jenny. We like to go shopping, join trips out on the mini bus and we often go out to lunch together.

Jenny also enjoys Jean's company and looks forward to playing scrabble together and having a laugh, although she jokes that they have to hide the cutlery if Jean loses.

*“On most days, we assist the activities team serving teas and coffees to our fellow residents. We also work three mornings a week in our shop, Zetland's Corner.”*

**Jenny**, resident at Zetland Court

Activities Coordinator Karen Casey, says: "Jenny and Jean are both a pleasure to be with and their help is invaluable. They are always pleasant and like having a laugh or joke."



Residents Jean and Jenny of Zetland Court.

Excited about their upcoming holiday together, Jean says: "I'm looking forward to our river cruise on the Rhine for a week in October. I am so happy that Jenny and I get on so well, wherever we go."

To find out more about our RMBI Homes, including our locations, eligibility criteria, advice and information about paying for care, please visit [www.rmbi.org.uk/how-we-can-help](http://www.rmbi.org.uk/how-we-can-help). You can also contact the Home Manager of the relevant Home, call 020 7596 2400 or email [enquiries@rmbi.org.uk](mailto:enquiries@rmbi.org.uk) where our care team will be able to support you.

# Culture, Values, Vision

Delivering professional and individual care services which make a real difference to everyday lives.

## We are Kind

We are kind to our residents, their families and each other because we are passionate about how we deliver care. We believe that everyone should be treated with dignity and their wishes respected at all times.

## We are Supportive

We are here to help and be supportive in our approach to care, placing residents at the heart of all we do. We treat each person as an individual, recognising the things that are important to them and working as a team to achieve this.

## We are Trusted

We are open, honest and trusted in delivering care to Freemasons, their dependants and the wider communities. We have been supporting older people for over 170 years, and we work closely with our residents, their families and each other to offer a safe environment.

# Caring is our way of life

## The Royal Masonic Benevolent Institution Care Company

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