

Albert Edward Prince of Wales Court

Penylan Avenue
Porthcawl
Mid Glamorgan
CF36 3LY

Tel: 01656 785311
Fax: 01656 786078
Email: albertedward@rmbi.org.uk
Website: www.rmbi.org.uk

Our Commitment to You

At The Royal Masonic Benevolent Institution Care Company (RMBI Care Co.) we care for older Freemasons and their families as well as some people in the community. Caring has been our way of life since 1842 and we provide a home for over 1,000 people across England and Wales, while supporting many more. Whether people need residential or nursing care, dementia support or day services, we care for them professionally and kindly.

RMBI Homes specialise in care of older persons however our Homes are equipped to support anyone over the age of 55. We are committed to ensuring that residents' independence and human rights are upheld and maintained, and that all residents are treated with dignity, respect, choice and control over their lives. We strive to work closely with all families and friends of our residents, as well as the wider community and all relevant health and social care professionals, to provide holistic and collaborative care and support.

Registered Provider

RMBI Care Co. is the registered provider for Albert Edward Prince of Wales Court. RMBI Care Co. is a registered charity and is part of the wider Masonic Charitable Foundation. RMBI Care Co. is registered with the Care Inspectorate Wales (CIW) in Wales and the Care Quality Commission (CQC) in England.

Responsible Individual

Mrs Karen Salley, Care Operations Director, is the main contact at RMBI Care Co. and is contactable by writing to RMBI Care Co., 60 Great Queen Street, London W C2B 5AZ. However, please contact the Home Manager in the first instance.

Karen has over 30 years experience from various senior level positions in the healthcare sector. Karen was previously Head of Operations for the UK's leading disability charity Leonard Cheshire. Prior to this she worked in GP Practice Management and held Senior Clinical Management positions within the NHS.

Home Management Team

Alison Aberdeen is the Home Manager at Albert Edward Prince of Wales Court and is applying to be the Registered Manager with CIW. 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 also has a Clinical Deputy Manager and an Assistant Manager, a Facilities Manager, a Business Relationship Manager overseeing the administrative team and a dedicated Home Trainer.

Services and Facilities

Purpose built in 1973 and refurbished in 2000, Albert Edward Prince of Wales Court stands in extensive, well-kept grounds situated one mile from Porthcawl town centre and the Promenade. The Home can accommodate 76 people in total with a variety of care and support needs, including those who require nursing or dementia care. All rooms are single bed-sitting rooms, all with en-suite toilet and hand basins. Every bedroom overlooks the grounds or a beautiful inner garden courtyard.

The Home is divided into six house groups, each with its own team of care staff. Each house group has its own comfortable dining room and communal lounge. There are bath/shower facilities especially adapted for safe usage so residents maintain their independence. Chair hoists and sling hoists are also available.

Adams Morgan House accommodates those residents with the greatest dependency needs offering assistance with all activities of daily living. Residents with lesser needs and lower dependency are accommodated in Hughes, Northway and Ashe houses; however all houses and staff teams provide care and support in a way that encourages enablement and maintaining independence for as long as possible.

The Dementia Support House, Ireland House, was opened in August 2010 to offer care for people with severe memory loss or dementia. There are thirteen single rooms with en-suite wet rooms, a lounge, dining room and kitchen. Ireland House 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. Ireland House also enables our residents to continue to remain independent in a safe and secure environment with access to outdoors via our dementia garden.

The dedicated nursing unit, Stockwell house is able to provide a high level of quality nursing care to those residents with long term medical conditions, physical disabilities and sensory impairment. Albert Edward Prince of Wales Court is also able to support residents who require end of life/palliative care.

Albert Edward Prince of Wales Court is not able to accommodate residents who require support with mental health needs or learning disabilities. New residents coming into the Home are assessed and housed in the part of the Home that best suits their needs and abilities. The majority of our residents are elderly (80 years plus) and therefore potential residents aged 55 and above would be assessed primarily on their care and medical needs, but also with consideration for their social needs and how well we can provide for this.

If residents require a key for their room, they can speak to a member of the Home Management Team who will be able to make one available. 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.

Social 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 provided by the Home including concerts, quizzes, shopping trips and visits to places of interest. As part of a comprehensive assessment and care planning process, resident's life histories, interests and hobbies are all discussed to support activities planning and resources. The Home benefits from a number of volunteers who help with fundraising for the Home as well as supporting residents to maintain social contacts and interests.

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

Application to the Home

RMBI Care Co. primarily provides care for Freemasons and their dependants, however is also contracted by Local Authority Social Services and Clinical Commissioning Groups to provide residential, nursing and dementia care and support. There are several different categories of eligibility and you must meet the Masonic criteria for one category to access RMBI Care Co.'s services. Please read RMBI Care Co.'s 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, along with short term respite services. 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.

Home Fees

All applicants are assessed on an individual basis and advised of their weekly fee in writing before moving into the Home. Please speak to the Home Manager regarding your individual care fees, which will be based on a full assessment of your needs.

The weekly fee covers provision of accommodation, meals and care; fees may change as care needs change and this is reassessed on a regular basis to ensure that staffing levels meet the level of needs across the Home. 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 RMBI Care Co. is based on Central Government Fiscal Policy and the Community Care Act; this ensures all due consideration is given when using donors' money whilst acting within the Charity's remit to assist Freemasons and their dependants, where eligible and if subject to limited financial means. 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.

About the service provided

The RMBI Care Co. promotes person centred care throughout all of our care and support services. Every resident receives a comprehensive assessment and individualised care plan outlining all care and support required, in line with their personal needs, preferences and desired outcomes. Each care plan is a live document, continually developed and reviewed over time and evaluated to ensure all care needs are current. Their care plan comprises full details of their physical, physiological, social and emotional needs and residents, along with friends and family whom they wish to be involved, are encouraged to contribute to every aspect of the care planning and review process. The Home is also able to support residents with sensory needs such as impaired hearing and vision.

Every resident is treated in a manner that respects his/her personal privacy and dignity, and is supported by 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 is offered a range of social and leisure activities which appeal to them as well as offering stimulation and motivation, and can also make full use of the internal and external environment of the Home. 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 RMBI Care Co. staff are carefully selected and trained to perform their duties to the highest possible standard and are supervised in the practice of their duties. All staff are supported and trained to embody the organisations' corporate values, "Kind", "Supportive" and "Trusted" in every aspect of care they deliver.

Residents are assured that their security and safety is of paramount importance to the staff of RMBI Care Co. Residents' financial affairs are treated with probity and discretion.

Residents are encouraged to comment on any, or all, of the services provided by RMBI Care Co. 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 is actively assisted to access their rights as a citizen and to play the part in society as they wish. Residents are supported to access their rights from primary care services as appropriate. 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. From the assessment we identify any specific training needs staff require such as the use of PEG's, administration of buccal midazolam, and support for long term conditions such as Parkinson's and we liaise with specialist healthcare professionals such as Parkinson's nurses and Community Mental Health Teams as required.

People using RMBI Care Co.'s services may from time to time exhibit behaviours that may be difficult to understand. Such behaviours may be the result of the experience of the person or an outward expression of deeper issues or concerns. RMBI Care Co.'s has a policy for managing unusual behaviour and does not advocate for any form of restraint to be used, unless discussed and agreed with the person concerned beforehand.

Regular religious worship is held in the Home; however, residents are free to attend a church of their choice in the local community. Albert Edward Prince of Wales Court has a purpose built chapel that supports the continuation of any faith and religious needs. A chaplaincy service and pastoral care is offered to those residents whom request it.

All residents at the assessment stage are assessed in relation to their communication needs and any support required with areas of communication is identified and an individual care plan agreed. Albert Edward Prince of Wales Court is in the process of implementing the "Active Offer"; this is to respect and promote the Welsh language throughout the service. All signage is to be replaced to show the Welsh language followed by English translation. A Welsh-speaking community group is also being invited into the home to hold regular coffee sessions with our residents who speak Welsh and those that would like to learn the language. Staff are trained to deal sensitively with people at all times to ensure the person's wishes and preferences are respected where possible, and their safety and the safety of others are protected.

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.

Terms and Conditions

If you decide to move into Albert Edward Prince of Wales Court, you will be issued with a Resident's Agreement and a statement of the terms and conditions of your residence with RMBI Care Co. 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.

Staff at the Home

There is a structured Home Management Team with relevant experience in health and social care. All staff take pride in providing a professional service as well as being flexible in their skills as necessary.

Each house has its own designated staffing structure which has been carefully calculated using a needs dependency tool. This ensures the correct staffing levels are available to meet the needs of the residents living in each house. The correct skill mix is also carefully considered to ensure that the skills and interests of our care staff are matched to the needs of our residents. Each house is led by a shift leader supported by qualified care staff. Our nursing house is always led by a qualified Registered Nurse.

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 and are registered with the Nursing and Midwifery Council. RMBI Care Co. nursing staff are also supported by the organisation's clinical forum and competency framework.

Care staff hold relevant qualifications and are encouraged to progress to undertake QCF Level 2 and 3 in Health and Social Care. All staff also complete a thorough induction including the Care Certificate as applicable, and mandatory training in Person Centred Care Planning, Health and Safety, Moving and Handling, Medication Administration and Mental Capacity amongst others.

The in-house chefs at the Home 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 are happy to oblige. Domestic staff undertake in-house training for manual handling and COSHH (Control of Substances Hazardous to Health).

All staff are further supported by policies and procedures that clearly outline our expectations and standards for the care and support we provide; staff receive quarterly one-to-one supervision as well as an annual appraisal, as well as being observed in their day to day practice as part of our quality assurance processes. RMBI Care Co. operates a comprehensive staff welfare and rewards programme and promotes a lessons learnt culture at all times, so that our services are continually evaluated and improvements are made which can benefit everyone.

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. Each resident also has a personal emergency and evacuation plan and the Home has a personalised contingency plan in place in the event of any emergency event.

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. The Home is supported by the organisation's Property, Facilities and Health and Safety teams in ensuring all aspects of building maintenance and safety.

Organisational Governance

RMBI Care Co. operates a robust quality assurance programme consisting of internal audits within each Home – care planning, medication, infection control, health and safety, facilities, HR – as well as full regulatory compliance audits carried out twice a year which assesses each Home's performance against the relevant regulatory standards. Each Home also produces its own continuous improvement plan which outlines all actions being taken to improve performance and effectiveness, as well as any actions identified through external sources, i.e. regulatory inspections and contract monitoring.

The organisation employs a number of systems to support care delivery; these include electronic care planning and medication administration, rota and payroll systems and complaints monitoring. These systems also aid the governance process by allowing information to be viewed easily across the organisation as a whole to allow themes and trends to be identified which can then be addressed through changes to policy, procedures and training.

RMBI Care Co. complies fully with the Duty of Candour in regard to being open and transparent about its operations and any incidents, accidents and mistakes that may occur. The organisation has an investigations team who are employed to examine any major concerns, and we embrace a lessons learnt culture in which examples of good and poor practice are shared to enhance knowledge and understanding and improve the quality of care and support our residents receive.

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 Albert Edward

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

“How glad and grateful I am to be a resident in Albert Edward Prince of Wales Court. The atmosphere is fresh and clean at all times. Peace and calm surrounds one – desirable in the eventide of life.”

“It is a luxurious home - very clean, has spacious grounds, bowling green, a very active management and a most attentive care staff. A safe haven and refuge from the hurly burly of modern life.”

An annual Quality Survey is also conducted at the Home for completion by residents and relatives. Results from this survey helps the Home and RMBI Care Co. as a whole to improve and develop its services to residents. Additional ways to collect stakeholder information are currently being explored as part of a review of the organisational Quality Assurance programme.

Resident's and relative's feedback is also sought through our programme of internal audits and via external sites such as www.carehome.co.uk; the Home operates the “You Said, We Did” initiative, to document how we have used feedback to make improvements and involve our residents and other stakeholders in all developments to the Home.

Complaints

RMBI Care Co. encourages and supports a culture of openness that ensures all comments or complaints from people living in RMBI Homes about any aspect of life in the Home are listened to and acted on. If a person makes a complaint, every effort is made to resolve the situation as soon as possible. Complaints are dealt with in a sensitive and confidential manner, taking into account the individual circumstances. Information about how to make a comment or complaint is included in the Welcome pack which is given to people when they first move into the Home. Information is also displayed on the noticeboards in all RMBI Homes.

Complaints can be made in person to any employee at any time, in writing or by phone to the Home Management Team or by completing a complaint form in the complaints book. If, however, the comment or complaint is about the Home Manager, it should be made to the Regional Operations Manager for the Home. Complaints and concerns can also be raised directly with the CIW or Public Services Ombudsman; full details are available in the organisation's Complaints Policy, available upon request.

Regulatory Information

The Home is currently completing re-registration with CIW under the new Regulation and Inspection of Social Care Act (Wales). The Home complies with all current regulation and standards and is regularly inspected by CIW and a copy of the latest report is available on request. Contact details for the CIW are outlined below:

Care Inspectorate Wales,
South West Region Government Buildings
Picton Terrace
Carmarthen
SA31 3BT
Tel: 01267 245160
www.CIW.org.uk

This statement of purpose and other organisational documents and associated information are available in Welsh upon request; please contact head office at marketing@rmbi.org.uk or 020 7596 2400.