

Statement of Purpose



Albert Edward Prince of Wales Court

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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, specialist dementia support or day services, we care for them professionally and kindly.

RMBI Homes are available to people over 65 years. We are 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 RMBI Care Co. has 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 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 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

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, comprising of up to 43 residential, up to 20 nursing and up to 13 dementia clients in 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.

If residents' require a key for their room, they can speak to the Home Manager 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.

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.

Ireland House

The Dementia Support House, Ireland House, was opened in August 2010 to offer care for people with severe memory loss or dementia. There are ten single rooms with en-suite wet rooms, a lounge, dining room and kitchen.

The Dementia Support 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.

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.

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Future Developments:

According to 'A place to call home' (Nov 2014), there will be an increased need for quality places for older people with Dementia requiring Residential care, throughout Wales.

In line with the CSSIW's strategic plan, and in response to increasing need, we have increased our placements for dementia to 13 and extended our

dementia friendly areas in the Home.

To support this initiative; enhanced training for all relevant staff, appropriate staffing resources and the development of a meaningful environment, has been implemented.

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. 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 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

RMBI Care Co. is the registered provider for Albert Edward Prince of Wales Court. 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 WC2B 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.

Registered Manager

Robin Khokhar is the Interim Home Manager at Albert Edward Prince of Wales Court.

residents. The Home Manager is registered with the Care and Social Services Inspectorate Wales.

The Home Manager is in charge of the day-to-day running of the Home and is responsible for the welfare of the

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.

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 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

RMBI Care Co. 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 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. 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 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.”

An annual Quality Survey is also conducted at the Home for completion by residents and relatives. Results from this

“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.”

Survey help RMBI Care Co. to improve and develop its services to residents.

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.

Behaviour management

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

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 Manager (However, if the comment or complaint is about the Home Manager, it should be made to the Regional Support Team for the Home.)
- by completing a *Complaint form* in the *Complaints book*.

Comments and complaints may also be directed at any time to the Care and Social Services Inspectorate Wales (CSSIW).

and agreed with the person concerned beforehand.

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.

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.

Regulatory Body of Care Homes for Older People

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

Care and Social Services Inspectorate Wales

South West Region

Government Buildings

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Carmarthen SA31 3BT

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www.cssiw.org.uk

If you require materials in the welsh language, please contact head office at marketing@rmbi.org.uk or 020 7596 2400