

# Queen Elizabeth Court, Llandudno



## Queen Elizabeth Court

Clarence Drive  
Craig-y-Don  
Llandudno  
Conwy  
LL30 1TR  
Tel: 01492 877276  
Email: [queenelizabeth@rmbi.org.uk](mailto:queenelizabeth@rmbi.org.uk)

[www.rmbi.org.uk](http://www.rmbi.org.uk)

 [facebook.com/thermbi](https://www.facebook.com/thermbi)

 [twitter.com/thermbi](https://twitter.com/thermbi)

RMBI Care Co.

60 Great Queen Street, London WC2B 5AZ

RMBI Care Co. is a part of the Masonic Charitable Foundation.  
For more information, please visit [www.mcf.org.uk](http://www.mcf.org.uk)  
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Queen Elizabeth Court is regulated by Care Inspectorate Wales.  
Rhydyar Business Park, Merthyr Tydfil CF48 1UZ  
Tel: 0300 7900 126

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Caring is  
our way of life

[www.rmbi.org.uk](http://www.rmbi.org.uk)





# A home from home

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Nestled amongst five acres of landscaped gardens, Queen Elizabeth Court lies in the seaside town of Llandudno in North Wales. The warm, inviting atmosphere at the Home makes you feel at ease instantly. We provide residential care, nursing and dementia support for up to 67 residents.

We want you to feel right at home with us. Here at Queen Elizabeth Court, you will have a spacious, fully furnished bedroom with an en-suite washroom, and a specialist team to support your care needs.

Our inner courtyards provide a quiet area to sit and enjoy the smell of the flowers, and we are just a short walk from the seafront and sandy beach.

Our on-site hairdressing salon means that you can visit the hairdressers whenever you like.





"When your relative enters a Home you want them to receive care, compassion and dignity. I believe this Home offers that."

# What we offer

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Moving into a care home doesn't mean you have to give up your independence. We're here to help you to live the life you want, whilst knowing that support is on-hand if you need it.

### Fresh homemade food

We have a fully serviced kitchen with on-site chefs and a catering team. Our varied menu changes regularly to give you a range of meal options and a balanced diet.

### There's something for everyone

We believe that keeping active both mentally and physically allows our residents to experience wellbeing and meaningfulness.

We provide regular activities at Queen Elizabeth Court from gardening and

painting, to day trips outside the Home and gentle keep fit classes. We can also support you to continue enjoying your own hobbies and interests, and we are confident we'll have something that's just right for you.

### Invite family and friends

There are a number of indoor and outdoor spaces where you can host events with your loved ones. We can help to plan private get togethers or special occasions at the Home if you wish.



### A plan that works for you

From laundry to cleaning services and our on-site mobile shop, we're here to make life more comfortable and enjoyable for you.

We treat everyone as individuals and we will work with you to create a care plan that meets your needs.





"I'm delighted with the care my mother receives and also feel very welcome when I visit. The staff are all wonderful and I cannot praise them enough."

# Culture, Values and Vision

Queen Elizabeth Court is operated and managed by The Royal Masonic Benevolent Institution Care Company (RMBI Care Co). It is also regulated by Care Inspectorate Wales (CIW).

Caring is our way of life. As an organisation, our values are: **Kind**, **Supportive** and **Trusted**. We aim to live by these values, and this is shown throughout our work and how we treat others.

**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.



# Types of care

Making the decision to move into a care home can be difficult - that's why we're here to support you every step of the way.

## Residential dementia support

Queen Elizabeth Court's Dementia Support House Criccieth Lane provides residential dementia care and support for up to seven people. We believe that people living with dementia can still lead an active and fulfilled life. Our staff are trained to deliver support that is individual to each person, so that you can continue to live meaningfully.

We are members of Dementia Action Alliance, which connects over 150 organisations who are working to achieve positive outcomes for people living with dementia. Working across

communities and other organisations, we aim to share good practice and learn more about new models of care and support.

## Residential care

Residential care is provided for people who can no longer continue to live at home, even with support from home care services. It can help people to live safely, whilst giving family members peace of mind, knowing that you are in a supportive environment. We can accommodate up to 40 people with residential care.



## Nursing care

Our nurses are trained to deliver a more specialist level of support which promotes health and wellbeing. This type of care is for anyone who requires 24 hours support from a registered nurse.

## Short stay and respite care

Short stay breaks, including respite care, are available to people who are cared for in their own homes. They allow families or carers to have a rest from taking care of a loved one.

This can be a good option to recover after a hospital stay, or to experience what life is like at our care home.

## Palliative care

Caring for someone during the final days of their life requires specialist skills and understanding. We are committed to making sure that our end of life care respects and upholds a person's dignity and we are here to support you throughout this difficult time.





"The carers are very good to me. They try and help me with anything I ask for."

# How to apply

## How to apply

If you would like to apply to live or stay at Queen Elizabeth Court, please contact us on 01492 877 276 or email [queenelizabeth@rmbi.org.uk](mailto:queenelizabeth@rmbi.org.uk). For Freemasons, please see our **Eligibility Guide** for more details on our website. We support people with a Masonic connection, as well as people in the wider community who do not have a connection to Freemasonry. Where a Home has a waiting list of residents who wish to come into the Home, priority will always be given to Freemasons and their families, as long as we can support the person's needs.

## Funding your care

Our services are available to people who are self-funding and supported by their local authority. Speak to our Home Manager for advice or visit [Which.co.uk](http://Which.co.uk) which has a useful tool for care home fees and whether you might be eligible for local authority financial support.

## What happens next?

If you're ready to take the step to move into our Home, an assessment will be carried out to help us understand your needs and how we can support you. If a space is available and we can meet your care needs, we'll offer you a room.

We will tell you your weekly fee before moving into the Home. The fee covers accommodation, meals and care and this may change if your needs change. We also offer short stays so you can experience life at the Home before you decide to move in.

If you require materials in the Welsh language, please contact Head Office at [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk).

