

Shannon Court, Surrey



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RMBI Care Co. is part of the Masonic Charitable Foundation.
For more information, please visit www.mcf.org.uk
Registered Charity No.1163245 | Company No.1293566
Published: October 2018

Caring is
our way of life

www.rmbi.org.uk





A home from home

Set in nine acres of woodland, Shannon Court is a beautifully renovated Edwardian country home, situated in the picturesque village of Hindhead in Surrey. The warm, inviting atmosphere at the Home makes you feel at ease instantly. We provide residential care and dementia support for up to 53 residents.

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

Our inner courtyards feature a scented garden, fishpond, summer house, and a quiet area to sit and enjoy the smell of the flowers.

Our on-site beauty salon means that you can visit the hairdressers or enjoy a beauty treatment whenever you like.





"Staff have impressed us with their patience and cheerfulness."



What we offer

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 Shannon 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 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.





"The Home seems to be constantly trying to improve things and there is not much more I would personally want for my mother's care or environment."

Culture, Values and Vision

Shannon Court is operated and managed by The Royal Masonic Benevolent Institution Care Company (RMBI Care Co). It is also regulated by the Care Quality Commission.

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.

Dementia support

Shannon Court offers dementia support for up to 23 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.

In 2017, we teamed up with Alzheimer's Society to support their Dementia Friends campaign. We are also 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 30 people with residential care.



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.



"Every member of staff I've come across has been caring and thoughtful."

How to apply

How to apply

If you would like to apply to live at Shannon Court, please contact us on 01428 604 833 or email shannon@rmbi.org.uk. Please see our **Eligibility Guide** for details about our eligibility criteria on our website.

Funding your care

Our services are available to people with either private or public funding. Please visit www.payingforcare.org to find out more about your paying for care options or contact our Home Manager for advice.

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. Please get in touch if you would like to find out more.

