

● Kind ● Supportive ● Trusted



Impact Report 2018-19

www.rmbi.org.uk

Caring is our way of life

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“When you put the care of a loved one into someone else's hands it is a great responsibility.”



Chairman's report

At RMBI Care Co., we have been supporting older people for over 170 years. Today, there is an increasing demand for end of life care as residents are coming into our Homes much later than a generation ago.

Around 600 new residents moved into an RMBI Home in the last year. Around a third were referred through local Almoners which reflects our continued focus to support the Masonic community. Eighteen per cent of our placements in the last year were from the wider community.

I feel proud to play a part in such a well-respected and dynamic organisation with committed teams, who live our values and support our residents to fulfill their dreams.

I would like to thank my fellow Freemasons for their generous support, which includes fundraising through Festival events, Lodge donations and the sterling work of our Homes' Association of Friends. I would also like to thank our parent charity, the Masonic Charitable Foundation, for their ongoing support, our Board of Trustees and all the staff across our charity.

Finally, this year has seen two of our long standing Trustees – Randall Marks and Dr John Reuther – step down. I would like to personally thank Randall and John for all that they have contributed to our charity over many years and wish them well for the future.

Sir Paul Williams OBE KStJ DL



Managing Director's Foreword

It has been a successful year for RMBI Care Co. and we have achieved positive outcomes following inspections with care regulators CQC (England) and CIW (Wales). This has included two 'Outstanding' rated Homes and several 'Good' rated and fully compliant Homes.

Nationally, we were recognised through top marks in the 'Your Care Rating' survey, the biggest survey for care home residents and their families. Ninety-five per cent of our residents said they were satisfied with the standard of their care home. RMBI Care Co. was also rated a 'Top 20 mid-size care group' in the Care Home Awards based on recommendations on Carehome.co.uk. Our HR Team was nominated in the HR Excellence Awards for their Learning and Development Strategy.

In 2019, RMBI Care Co. gained conditional planning approval in Wokingham, Berkshire, to build our first new development in a decade. The initial phase will include a new care home being built with nursing and dementia care and the second phase will see 60 retirement community apartments with fine dining and leisure facilities. The new development will reflect our commitment to offer modern care services and facilities and extend our offer to the younger retirement community.

I would like to thank our dedicated staff who support our residents and work hard to deliver our values every day and our Trustees for their ongoing support.

Mark Lloyd



During the past year we have provided 598 placements for the Masonic and wider communities.

Who we are and what we do

At RMBI Care Co., we provide residential care, nursing and dementia support to older Freemasons, their families and people in the wider community.

We have been caring for older people for over 170 years and today we support over 1,000 residents across 18 care homes in England and Wales.

We treat each person as an individual. We believe that everyone should be able to enjoy later life and we're here to help our residents stay as independent as possible but also provide support when it is needed. We have a passionate and skilled team who deliver the highest quality of care to our residents and we live by our values – **kind**, **supportive** and **trusted**.

RMBI Care Co. is part of the Masonic Charitable Foundation – a charity that encourages opportunity, promotes independence and improves wellbeing for disadvantaged people across society. Every year, the Masonic Charitable Foundation gives over £5.5 million to support charitable projects in communities across England and Wales, as well as medical research. A wide range of grants and services are also available for Freemasons and their families who are experiencing difficulty.



Our vision and values



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 families and people in the wider community. 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



We care for older
Freemasons, their
families and people in
the wider community.

Our year in numbers



95%

of residents living in an RMBI Home are satisfied with the standard of care.*



97%

of residents say that staff treat them with kindness, dignity and respect.*



98%

of residents say their home is a safe and secure place to live.*



2

care homes rated 'Outstanding' and 15 care homes rated 'Good' or fully compliant with CQC/CIW.



35

residents aged 100 and over. (July 2019)



598

people moved into an RMBI Home in the last year. (March 2018 – April 2019, inc. respite stays)

* Source: Your Care Rating Survey 2018/19



Making our residents' dreams come true

We're passionate about creating meaningful experiences for residents, from reminiscence based activities, to day trips and supporting residents to have new experiences.

In 2017, Home Manager Juliet O'Connor and her team at Devonshire Court in Leicester, launched a 'Dreams' initiative. They worked individually with residents at the Home to find out more about their life experiences, their achievements and in some cases, dreams they had not yet fulfilled.

Two years later and the 'Dreams' project is now running in most of our Homes. "We brought in the 'Dreams' project to make sure residents live life to the full and to the very end of life. To enable this to happen, we wanted to find out if there was something our residents wanted to do that they had never done before or if there was something they wanted to do again but never thought they would," said Juliet.

The activities are often supported by the Homes' Association of Friends who have helped to raise funds for the projects from supporting travel costs to event tickets.

“

I was expecting to go around the Home on the bike but we ended up around the town. You can still do things no matter what age you are!

said Jean after having her dream come true.

”



Left: Resident Bernard at The Tithebarn and above, with his family at Liverpool FC.

Bernard visits Liverpool FC

Liverpool super fan Bernard Sheridan who lives at The Tithebarn in Liverpool, had his wish come true when staff organised a trip for him and his family to see his favourite team play at Anfield for his 104th Birthday. Bernard even went backstage during the match to meet football legends Jürgen Klopp and Kenny Dalglish and a week later, he received a special visit from Jamie Carragher at the Home.

Evelyn visits Leicester City FC

Leicester fan Evelyn Weston, a resident at Devonshire Court in Leicester, also had her dream granted to see her team Leicester City play one final time. Evelyn began her love affair with Leicester City when she was a child and staff organised for her to have a VIP trip to the football club as well as watch her team play.

Jean's wild ride

After telling staff at Cornwallis Court in Bury St Edmunds that she'd never been on the back of a motorbike, 99 year old Jean was given an adventure to remember. Activities Coordinator Samantha Wiseman contacted local Freemasons and with the help of Roger Florey of Phoenix Lodge in Stowmarket and the Suffolk Masons, a host of luxury cars, bikes and vehicles were rounded up. A 2009 Harley Davidson Roadking Classic kindly provided by Graham Fielding of Ala Lodge and a Bentley convertible, was brought to the Home to surprise Jean during the residents' coffee morning.

Above: Resident Jean at Cornwallis Court jumps on board a Harley Davidson and left, Evelyn of Devonshire Court watches Leicester City play.



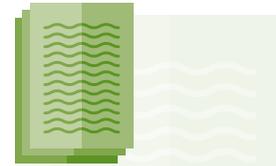
A photograph of two women laughing together. The woman on the left has long blonde hair and is wearing a patterned top. The woman on the right has short blonde hair and is wearing a striped top. They are both smiling broadly and looking at each other. The background is a warm, indoor setting with wooden cabinets.

We have been caring
for older people for
over 170 years.

Our Care



Rated a 'Top 20 mid-size care home group' on carehome.co.uk based on recommendations by residents and relatives.



Launched a new dependency tool to ensure we have the right staff to meet our residents' needs.



Launched a central enquiries system to manage all new and ongoing residents' enquiries.



Overall delighted with the care. Lovely staff and attention to detail. Friendly, relaxed atmosphere.

Resident, Connaught Court,
May 2019.



Homes' performance

In 2018, we achieved an 'Outstanding' rating with CQC for Devonshire Court in Leicester and Prince Michael of Kent Court in Hertfordshire. This is the highest rating from the care regulator and means that the services are performing exceptionally well. Fifteen of our remaining Homes were rated 'Good' or fully compliant which means the services are performing well and meeting the regulator's expectations.

Each year, we take part in Your Care Rating, a national survey of care home residents and their families. Results from the 2018/19 survey revealed that 97% of residents said that staff

treat them with kindness, dignity and respect and 98% said their Home is a secure and safe place to live.

Service improvements

We introduced a new dependency tool across our Homes to ensure we have the right staff in place to support our residents following an assessment of their needs. All our Homes are now also using iCare, an electronic care planning system and we are in the process of completing the implementation of EMM – an electronic medication system, into all of our Homes.

A series of Almoners' events were held in our Homes to maintain a

close working relationship with the Almoners and to keep them informed of our services. Our senior management team undertook a 'back to the floor' day, spending a day supporting staff in one of our Homes to experience what it's like to care for our residents first-hand and to understand the pressures of working in our Homes.

Dynamic systems

We are focused on maintaining and improving our CQC/CIW ratings as well as continuing to review our care policies. We will be introducing dynamic care planning within iCare to ensure our residents' care plans are even more robust.

An elderly man with glasses and a young woman are smiling outdoors. The man is wearing a light-colored shirt and glasses, looking down. The woman is wearing a black top and a grey jacket, looking towards the man. The background is a blurred green landscape with a building in the distance.

We support over
1,000 residents across
18 care homes in
England and Wales.

Our People



Staff turnover was 9% lower than the sector average at the end of the financial year, showing our focus to be an 'employer of choice' is being recognised by staff.

“

The staff are kind, efficient and hardworking and they always welcome me as a visitor.

Relative Barford Court,
April 2019.

”

Embedding our values

We continued to launch our values across our Homes and at head office during the year which involved both staff and residents. These values are now incorporated into our recruitment to ensure we have a values based selection process. Our annual performance development reviews also discuss how staff live by our values.

Homes' recruitment

In July 2018 we launched a new electronic recruitment platform to help us attract more people and make the process more

candidate centric. Recruitment advertising has been moved to the central HR Team along with monitoring of all recruitment campaigns and measuring important success factors such as time to hire, vacancy ratio and employer brand presence within the marketplace.

Living and working safely

Our annual Managers' Conference in November 2018 had a lead theme about Safety Management. Our senior management team were asked to participate in an activity which involved a real

Our People (continued)



Our Learning at Work Week 2018 initiative received a “Commended” award from the Campaign for Learning.



Shortlisted for our Learning and Development Strategy at the HR Excellence Awards 2019.



We launched a new electronic recruitment platform for candidates to apply to work with us more easily.

“

Staff are very welcoming and friendly. Always lots going on, well-organised activities.

Relative Devonshire Court,
Jan 2019.

”

time scenario of a fire emergency, including a continual sounding bell and a fatal fire scenario in a care home. The event saw huge engagement and home management teams were able to take this first-hand learning back to their Homes to ensure their fire safety and evacuation procedures were further developed.

All staff have health and safety training upon joining our organisation and regularly throughout their employment and we have an annual Safety Health Environment (SHE) week

where we run workshops and other events for staff and residents, to raise awareness of health and safety.

Staff wellbeing

All care home staff can take advantage of our employee benefits scheme which helps them to access counselling, physiotherapy and other treatments to support their wellbeing. The relaunch of our wellbeing guide ‘Caring for You’ in 2018 has helped to promote all our benefits to new and existing staff.

Ongoing focus

In 2019/20, we will be focusing on developing our mental wellbeing at work strategy. We’ll be making our HR system Kronos interactive, which will enable staff to book and request holidays, request and pick up shifts via their mobile devices.

We’ll continue to work on reducing agency usage and alongside our Homes, develop recruitment and retention strategies, robust rota planning management and bank staff management.



We live by our values –
kind, **supportive** and **trusted**.



Meet resident Mark Raffles

Close to the sandy beaches of Llandudno, Queen Elizabeth Court provides residential care, nursing and dementia support for up to 67 residents.

World famous magician and wartime entertainer Mark Raffles, moved to the Home in August 2015, retiring after 80 years in show business. Freemason Mark was a member of Dukinfield Lodge 5959 in the Province of Lancashire.

Born in January 1922 in Manchester, Mark discovered he had a gift for magic from an early age. He became a regular on TV during the 60s, 70s and 80s, appearing on popular variety shows under the stage name of Ray St Clair before his famous pickpocket act as Mark Raffles.

During the Second World War, Mark became part of the Entertainments National Service Association, which was set up to provide entertainment for British armed forces personnel. Mark entertained servicemen and women in army barracks and theatres all over the UK.

It was during this time that Mark developed his famous pickpocket routine, standing in the

foyer before the show looking like the perfect gentleman who later produced items on stage, stolen from the amazed audience.

Mark, who was known as the oldest working magician in the world before his retirement, said: "I've had a marvellous life and I am lucky to have been able to continue for as long as I have. Magic has led me to meet all sorts of interesting people and enabled me to serve my country."

Living at Queen Elizabeth Court, Mark enjoys watching the entertainers that visit but is often busy with his own activities such as writing to magazines. Above all Mark enjoys "the Home's location to the beautiful area of Llandudno," which he visits daily.

"The wonderful staff are so attentive and everyone is so happy," he adds.

“

The wonderful staff are so attentive and everyone is so happy.

Mark Raffles, resident,
Queen Elizabeth Court.

”



Mark Raffles



MARK RAFFLES and JOAN





We treat each person
as an individual.

Our developments



Received conditional planning approval to develop a new care home and retirement community apartments at Lord Harris Court.



Completed the refurbishment of Ecclesholme to make it more dementia friendly.



The spaciousness of the home is remarkable and so welcoming for exercise. The gardens are delightful.

The grounds make a refreshing walk outdoors.

Resident at Albert Edward Prince of Wales Court, June 2019.



New build plans

In May 2019, we obtained conditional planning approval to develop a new care home and retirement community apartments at Lord Harris Court in Wokingham, Berkshire. The new care home will support up to 45 people and will provide modern small house group living for older people. The addition of 60 retirement community apartments will be the first development of its kind for RMBI Care Co. and will extend

our range of services to a wider audience. This includes people looking for a home to suit their changing lifestyle but who do not need the level of care and support that is provided by a care home.

Home refurbishments

We completed a refurbishment of Ecclesholme in Manchester to make the care home more accessible and meaningful for our residents with dementia. The works included providing dedicated spaces within the

Home such as an indoor pub garden and tea room to support various activities.

Our main focus for the year ahead will be to start the development at Lord Harris Court which is due to be completed by the beginning of 2021. We're also working to achieve planning permission for other developments within RMBI Care Co.'s portfolio to extend our portfolio and range of services to Freemasons and their families.

Meet resident John Nicholls

Growing up during two World Wars and before the digital age, each of our residents have a story to tell. John Nicholls, who lives at James Terry Court in Surrey, is no exception. John has been living at the care home in South Croydon for three years.

“

Straightaway, they just took care of everything. The staff always go the extra mile, nothing is too much trouble.

Andrew, son of John Nicholls.

”

In March 2019, John was awarded the insignia of the Chevalier de la Legion d’Honneur, the highest decoration in France, for his efforts during the war.

John was born in May 1925 in Greenwich and joined the Royal Navy two weeks before his 17th birthday. After the war ended, he lived in Mitcham and later he moved to Sanderstead and worked as a British Rail Engineer until he retired.

John served on HMS Argonaut on D-Day where he fired on and destroyed German gun batteries on Normandy and drove landing craft from ship to shore delivering troops and supplies. He remembers being told of the D-Day plan with just four hours to go and arriving in France to see “all hell” break loose. He lost 65% of his hearing from the noise of explosions during the battle.

Before moving to James Terry Court, John was living in Spain for 20 years but was starting to find it difficult to stay independent and was feeling isolated. His son Andrew, who is a Freemason, contacted James Terry Court to ask if the Home could support his dad.

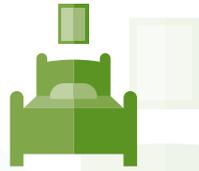
Andrew says he feels the Home “saved my dad’s life.” He said: “Straightaway, they just took care of everything. The staff always go the extra mile, nothing is too much trouble. It’s just wonderful.”

Michele Belch, Home Manager, said: “We feel privileged to care for John at our Home. He’s a real gentleman as well as being a D-Day hero. We’re thrilled for him that his incredible bravery has been recognised by being awarded a Legion of Honor.”



Above: James Terry Court and right, resident John Nicholls.

Our Homes



Residents' rooms refurbished and new boilers installed in several Homes.



New call bell system installed at several Homes including Devonshire Court in Leicester and Cadogan Court in Exeter.



Plans underway for 2019 Capital Programme to invest £3m to improve and maintain our Homes.

Our highest priority is to ensure residents living in our Homes are safe. To achieve this we carry out extensive compliance checks and audits on an ongoing basis. We also ensure our care homes are presented to a high standard but at the same time have a 'homely' feel.

All our Homes have dedicated Facilities Teams who work onsite to maintain the buildings and ensure they are compliant. The Facilities Team has regular training to keep our buildings safe, including controlling Legionella, being asbestos aware and most recently, fire stopping training.

Our planned capital programme for 2019 is £3m, which goes towards improving our Homes and is based on a long term planned maintenance and improvement programme.

Key improvements in the last year include replacing boilers and room refurbishments at Barford Court,

Cadogan Court and Devonshire Court. Resident rooms were also refurbished at Albert Edward Prince of Wales Court, Cadogan Court, Harry Priestley House, Prince Michael of Kent Court and Queen Elizabeth Court. A new call bell system was installed at Devonshire Court.

Over the next year, we plan to replace the underfloor heating pipework at Albert Edward Prince of Wales Court and refurbish some resident rooms at Cadogan Court and Prince Michael of Kent Court. There will also be an overhaul of the main kitchen at Cornwallis Court and refurbishment of some of the communal areas at Barford Court, Cornwallis Court,

Shannon Court and Zetland Court. The roof garden at Scarborough Court is also being repaired.

Energy efficient care homes

We'll be developing our first Environmental and Sustainability Policy in 2019/20. We'll be piloting solar electric power at Cadogan Court in Exeter, finding out how to best use the power generated and access the potential savings. We will also be installing solar panels on all future new builds and looking at other energy efficient and sustainable technology, with a plan to roll out solar panels on all south facing roofs over the next three to five years.



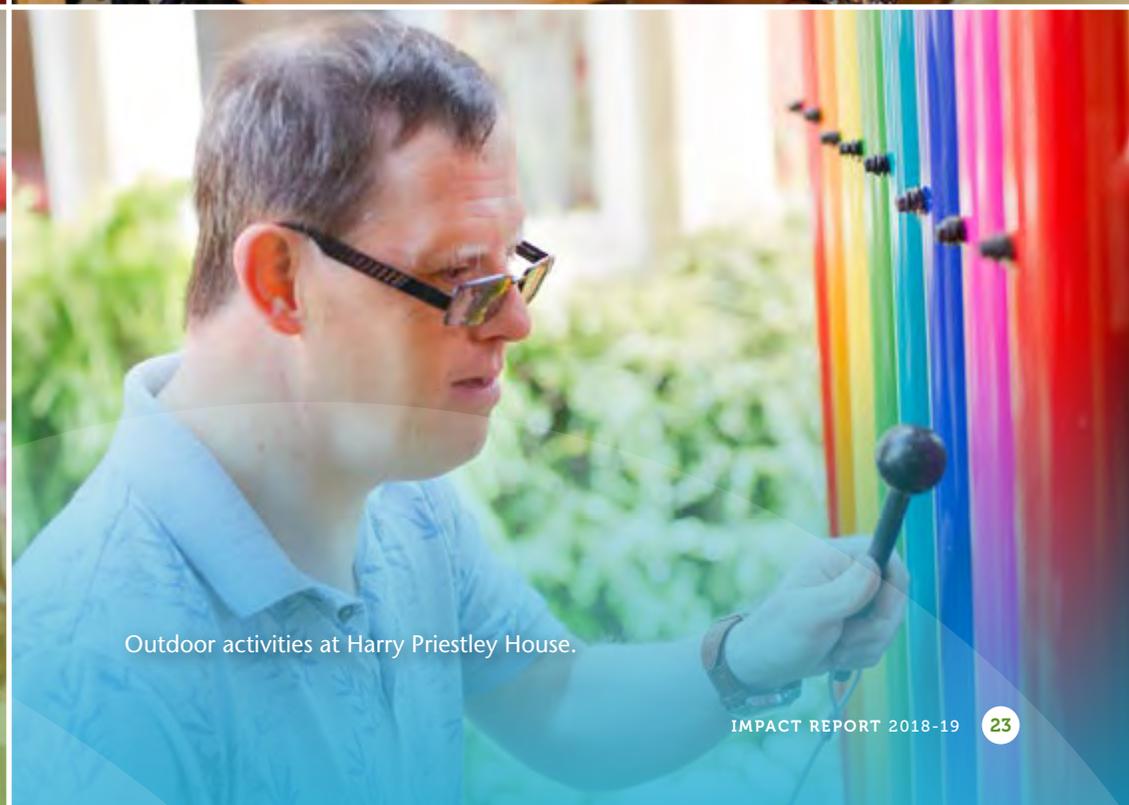
A resident enjoys the new sensory room at James Terry Court.



Queen Elizabeth Court residents test the Home's new magic table technology.



Arts and crafts at Albert Edward Prince of Wales Court.



Outdoor activities at Harry Priestley House.

Meet carer Jean Hoyle

Jean Hoyle is a Senior Care Support Worker at Zetland Court in Bournemouth. She first started working at the Home 17 years ago as a bank staff member, before moving into a full time role more recently.

“

I have laughed and cried with the residents but I wouldn't have missed it.

Jean, carer at Zetland Court.

”

Prior to working at Zetland Court, Jean had no previous care experience and was working as a Senior Custody Officer at Salisbury Crown and Magistrates Courts, managing the cell complex and staffing of the courts for over 18 years.

Speaking of what she enjoys most about her current role, which involves managing a team of carers, Jean says: “I like the way I can interact with residents; it makes me feel good about myself.”

Over the years, Jean has attended various training courses supported by RMBI Care Co., which she says has “made me more aware of the current legislation and how to treat and care for the people that we look after.”

According to Jean, the key qualities needed to work in care include having lots of patience, empathy

and being prepared to give your all. However, she says it will give you lots of satisfaction, which makes her happy at the Home. “I have been treated with respect by my managers and have found them very helpful.”

Reflecting on her time at the Home, she says: “I have laughed and cried with the residents but I wouldn't have missed it.”



Our Finances

The total revenue for the financial year increased by £1.5m to £50m. Income from resident fees was £43m and Masonic donations, legacies income and donations from the MCF were £5.2m. Income from investment and other revenue activities brought £1.8m whilst investment gains for the year amounted to £2.3m.

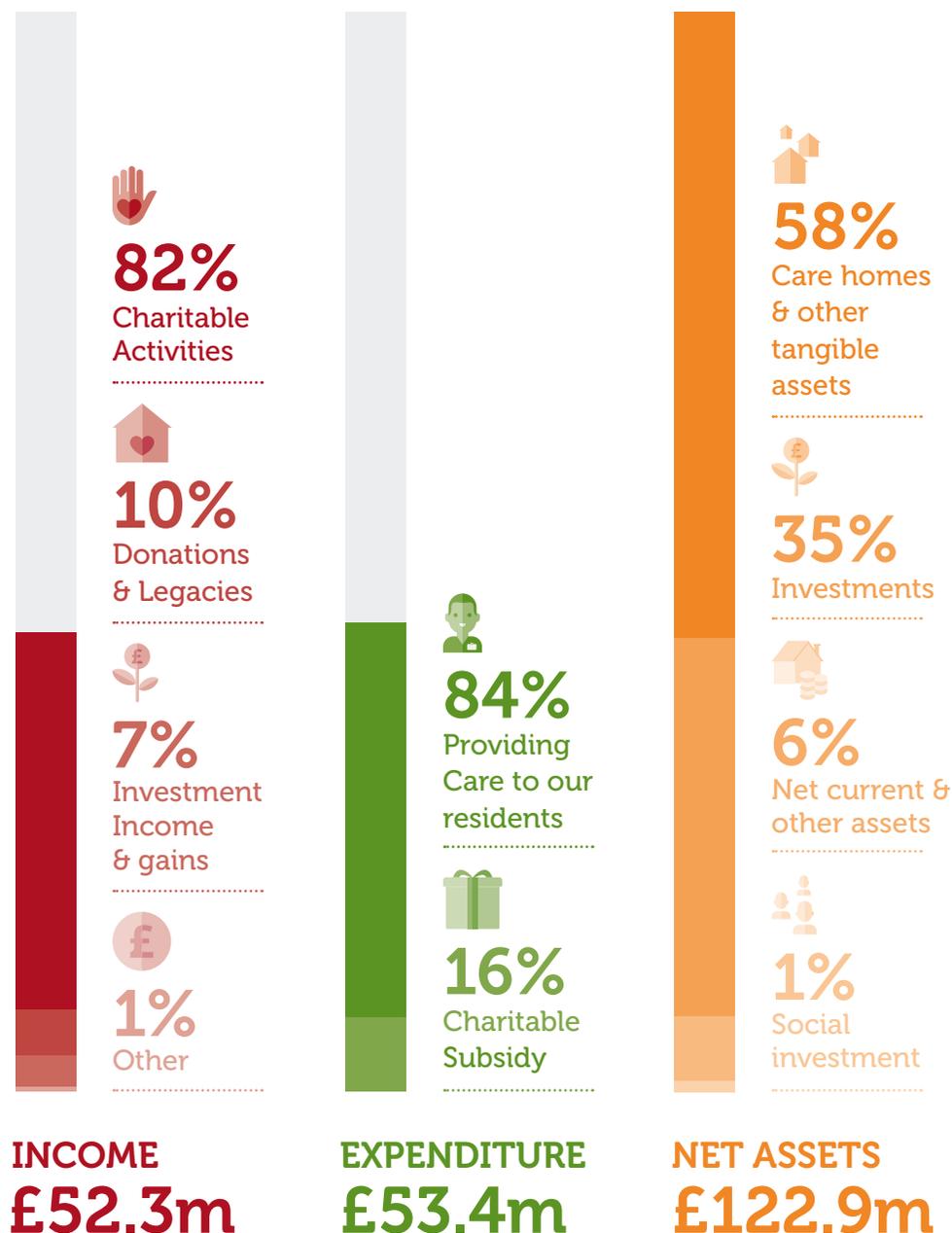
In our Homes and throughout the social healthcare sector, the care needs of residents are becoming more complex. In addition, ongoing regulatory changes mean that higher staffing levels are needed in order to provide a high quality of care. As a result, the cost of providing care to our residents has increased by £3.8m (8%) to £53.4m.

As in previous years, the payments from local authorities towards the care of supported residents were considerably lower than the actual cost of providing care. As a result, RMBI Care Co. provided charitable contributions of £10m to support residents.

Capital investments to improve our care facilities amounted to £5m and a further investment of £1.3m was made on computer hardware, software and equipment to enhance operational efficiency.

To enable us to provide high quality care to our residents, we invested £240k in staff training and development.

The social investments, i.e. secured loans provided to Masonic beneficiaries to enhance their quality of life, reached £1.1m.



Highlights of the year



First boutique care centre opened at Devonshire Court in Leicester which features 10 themed rooms with a unique and luxurious feel.

Devonshire Court receives 'Outstanding' rating from CQC.

RMBI Care Co. hosted its 3rd Annual Conference for Homes' Management teams and members from head office.

2018

JUNE

JUL

AUG

SEP

OCT

NOV

DEC



Prince George Duke of Kent Court in Kent celebrates 50 years since it first opened.



Prince Michael of Kent Court receives 'Outstanding' rating from CQC



We received an award from carehome.co.uk for being a 'Top 20 mid-size group' based on feedback from residents and relatives.

2019

JAN

FEB

MAR

APR

MAY

JUN

JUL



A national care home survey revealed that 95% of RMBI Care Co.'s residents are satisfied with the standard of their care home.

Conditional planning permission obtained for new build development at Lord Harris Court in Berkshire.



Care Homes Locations

1 Albert Edward Prince of Wales Court, Mid Glamorgan ●●●
Tel: 01656 785311
Email: albertedward@rmbi.org.uk

2 Barford Court, Hove ●●
Tel: 01273 777736
Email: barford@rmbi.org.uk

3 Cadogan Court, Exeter ●●●
Tel: 01392 251436
Email: cadogancourt@rmbi.org.uk

4 Connaught Court, York ●●●
Tel: 01904 626238
Email: connaught@rmbi.org.uk

5 Cornwallis Court, Suffolk ●●●
Tel: 01284 768028
Email: cornwalliscourt@rmbi.org.uk

6 Devonshire Court, Leicester ●●●
Tel: 01162 714171
Email: devonshire@rmbi.org.uk

7 Ecclesholme, Manchester ●●
Tel: 0161 788 9517
Email: eccleshm@rmbi.org.uk

8 James Terry Court, Surrey ●●●●
Tel: 020 8688 1745
Email: jamesterry@rmbi.org.uk

9 Lord Harris Court, Berkshire ●●
Tel: 01189 787496
Email: lordharris@rmbi.org.uk

10 Prince Edward Duke of Kent Court, Essex ●●
Tel: 01376 345534
Email: stistedhall@rmbi.org.uk

11 Prince George Duke of Kent Court, Kent ●●
Tel: 020 8467 0081
Email: princegeorge@rmbi.org.uk

12 Prince Michael of Kent Court, Hertfordshire ●●
Tel: 01923 234780
Email: princemichael@rmbi.org.uk

13 Queen Elizabeth Court, Conwy ●●●
Tel: 01492 877276
Email: queenelizabeth@rmbi.org.uk

14 Scarborough Court, Northumberland ●●●
Tel: 01670 712215
Email: scarbrough@rmbi.org.uk

15 Shannon Court, Surrey ●●
Tel: 01428 6048
Email: shannon@rmbi.org.uk

16 The Tithebarn, Liverpool ●●
Tel: 0151 924 3683
Email: tithebarn@rmbi.org.uk

17 Zetland Court, Bournemouth ●●●
Tel: 01202 769169
Email: zetland@rmbi.org.uk

Care for adults with learning disabilities

18 Harry Priestley House, Doncaster
Tel: 01405 814777

Independent living apartments

Farnfield Court at James Terry Court, Surrey ●

Retirement apartments for independent living are available to rent in Croydon.

Devonshire Court, Leicester

Retirement apartments for independent living are available to rent in Leicester.

For further details, or to arrange a viewing at Farnfield Court or Devonshire Court please contact the letting agents, Connells on 0151 363 6622.

Types of care

- Residential care
- Nursing care
- Dementia support
- Independent living



Governing body

Grand President

The Most Worshipful the Grand Master,
HRH The Duke of Kent, KG, GCMG, GCVO, ADC

Deputy Grand Presidents

P G Lowndes • Pro Grand Master
J Spence • Deputy Grand Master
Sir David Wootton • Assistant Grand Master

Grand Vice-Presidents

D Buswell • Grand Patron
C J Caine • Grand Patron & RMBI Care Co. Ambassador
P E Cornish • Grand Patron
J Moore • Past President
J H Newman • Past President
R J Race • Grand Patron
Dr J W A Reuther • Grand Patron
W E Shackell • Past President
D Vine • Grand Patron
R J Wade • Grand Patron

Chairman

Sir Paul Williams, OBE KStJ DL

Treasurer

Randall Marks

Trustees

John Boyington CBE
Ian Newby
Sushil Radia
Dr John Reuther
Sarah Sheppard
Sylvia Short OBE
David Snowdon
David Southern
Chris White
Dr Kevin Williams

Managing Director

Mark Lloyd

Senior Leadership Team

Louise Bateman • Human Resources Director
Kevin Harris • Development Director
Marc Nelson-Smith • Property Director
Lal Ranasinghe • Associate Finance Director
Karen Salley • Director of Care Operations



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We treat each person as an individual. We believe that everyone should be able to enjoy later life and we're here to help our residents stay as independent as possible. Above all, we live by our values – **kind, supportive and trusted.**

RMBI Care Co. is part of the Masonic Charitable Foundation.
For more information, please visit: www.mcf.org.uk.

**For more information about
RMBI Care Co.'s services, contact:**

The Royal Masonic Benevolent Institution Care Company
60 Great Queen Street
London, WC2B 5AZ

Tel 020 7596 2400

Email enquiries@rmbi.org.uk

www.rmbi.org.uk

 facebook.com/thermbi

 twitter.com/thermbi

Registered Charity No: 1163245 • Company No: 1293566
A review of the period April 2018 to March 2019.

Our accounts and governance arrangements can be accessed
on our website at www.rmbi.org.uk/who-we-are

Published in September 2019.

