

● Kind ● Supportive ● Trusted



Impact Report 2017-18

www.rmbi.org.uk

Caring is our way of life

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Chairman's Overview

It has been a year of transition for RMBI Care Co. and we have experienced both positive outcomes and new challenges in our delivery of care to older Freemasons, their dependants and the wider community.

Seventeen of our care homes are now rated 'Good' or equivalent with our regulators in England and Wales, which reflects the continued improvements across our Homes. Barford Court in Hove and Connaught Court in York both achieved 'Outstanding' recognition in recent inspections for some elements of their care. In 2018/19 a key objective will be to achieve an overall rating of at least 'Good' across all our Homes with our regulators.

We have welcomed Harry Priestley House in Doncaster to our portfolio of Homes in 2017, which broadens our care services to support adults with learning disabilities.

I would like to take this opportunity to thank our Trustees for their dedicated work and for giving their time and expertise to help set the strategic direction of our charity. The continued development of our board governance and their support in helping our executive team to achieve their objectives has been successful. I would also like to thank all our Associations of Friends for their support and generosity to help enhance the lives of our residents in each of our Homes.

Sir Paul Williams OBE KStJ DL



Managing Director's Foreword

We have made considerable progress in our development plans in 2017/18. During the past year we have provided over 1,000 placements for the Masonic and wider communities and welcomed over 470 new residents into our Homes. Several of our Homes have achieved 100% occupancy, reflecting the high demand for care services.

We continue to work closely with our Masonic communities and with local health authorities to market vacancies. An ongoing trend in the care sector shows that people are coming into care later, often with dementia or other complex care needs. Our workforce of over 1,500 staff are fully trained to provide personalised care which reflects our values – Kind, Supportive and Trusted – and this is also mirrored in the feedback of our regulatory reports.

We remain committed to grow and diversify our portfolio of services and

are exploring several opportunities for new services; this includes new Assisted Living facilities aimed at the younger retirement population. Some of our Homes have recently been refreshed, taking into account the latest thinking about dementia environments. Devonshire Court in Leicester is our first Home to have opened a new boutique care centre in June 2018.

This Impact Report focuses on RMBI Care Co.'s 2017/18 achievements and future plans.

Mark LLOYD Managing Director





1090
registered beds in
England and Wales



94%
of residents say they
are **happy** overall
living in an RMBI
Home (2% higher
than 2016/17)*

* Your Care Rating Residents' Survey 2017/18

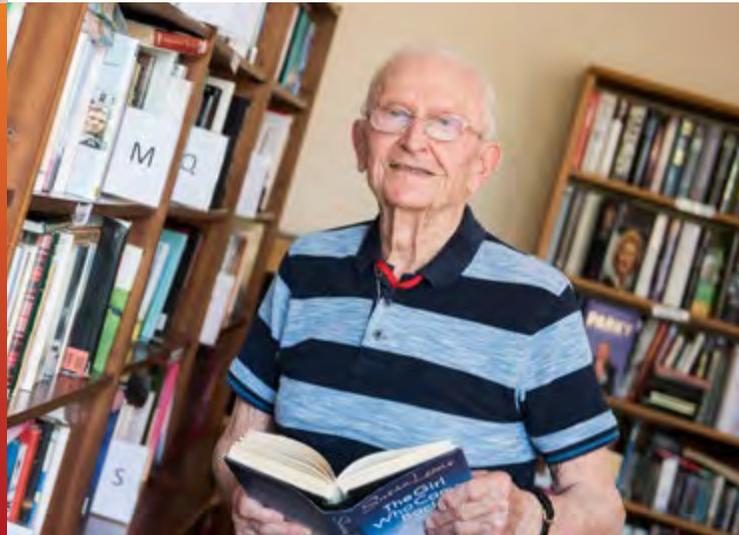


472
new residents
joined us in
the last year*

* April 2017 - March 2018, inc respite stays



17
care homes rated
'**Good**' or equivalent
with our regulators
CQC (England) and
CIW (Wales)



96%
of residents say that
they are **satisfied**
with the overall
standard of their
Home (2% higher
than 2016/17)*

* Your Care Rating Residents' Survey 2017/18



40

RMBC Care Co.
residents aged
100 and over



115

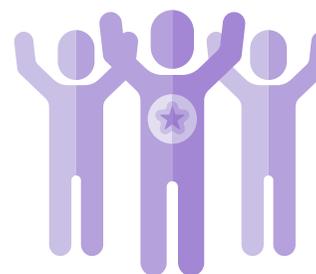
employee promotions
between April 2017
to March 2018



95%

of relatives say the
Homes' facilities are
suitable to meet the
residents' individual
needs (2% above the
survey average.)*

*Your Care Rating Relatives' Survey 2017/18



90%

of staff say the work
they do gives them a
feeling of **personal
achievement***

*Employee Survey 2017



Prince George Duke of Kent Court resident
Eric Holder and his son John



The Holder Family's Story

Eric Holder, 94, moved into Prince George Duke of Kent Court in Chislehurst, Kent, in October 2015 with his wife Pat. Sadly, Pat passed away last year but Eric continues to live at the Home. His son, John, tells us more about the moving process and how the Home has supported his father's needs.

“The staff are gentle and kind and following my mother's death last year, they have made space and encouraged Dad to grieve.”

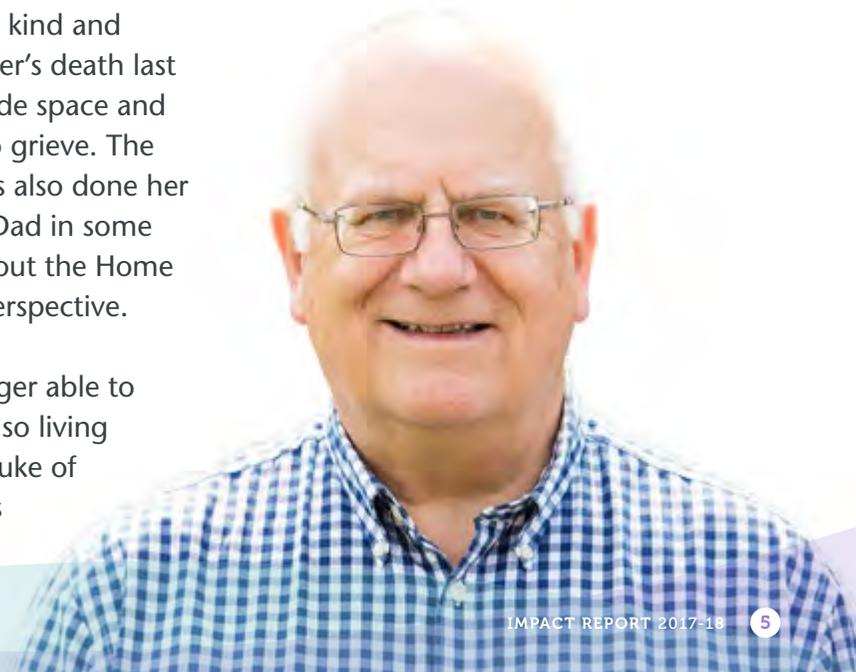
As soon as my father realised that he could no longer look after himself and manage my mother's increasing dementia needs, he asked my sisters and me to support them to move to Prince George Duke of Kent Court.

My father and I are both West Kent Masons and as a Grand Patron and regular visitor to the Home, it was not a question of choosing which Home to go to. My father was a keen supporter of the Home and we had made our choice. These were my parents' wishes; their priorities being the standard of the Home and the ability for my sisters and me to visit them regularly.

Most residents at the Home are female but staff do their best to provide activities that appeal to both male and female residents. The residents are also supported by the Lodges of West Kent. The staff are gentle and kind and following my mother's death last year, they have made space and encouraged Dad to grieve. The Home Manager has also done her utmost to include Dad in some of the decisions about the Home from a resident's perspective.

My father is no longer able to provide for himself so living at Prince George Duke of Kent Court gives us considerable peace

of mind. He doesn't need to worry about frozen pipes or anything else that comes with bitterly cold weather, so he counts his blessings.”



OUR IMPACT



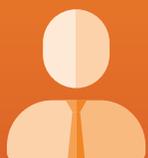
17 care homes rated 'Good' or equivalent with CQC and CIW.



Internal mock inspections introduced in all Homes to identify and resolve issues more efficiently.



New online complaints system now available to record and allow better sharing of issues and find ways to improve services.



National Resident Placements Manager recruited to support occupancy in our Homes.

Our Care

At RMBI Care Co., we care for older Freemasons, their families and the wider community. We provide residential care, nursing care, dementia support, limited sheltered accommodation and short stay breaks.

Since April 2017, we have supported 472 new residents coming into our care and we currently support over 950 residents across 18 care homes in England and Wales (August 2018).

Better care

Our ongoing focus is to provide personalised care services that meet our residents' individual needs. We have implemented a number of new systems over the past year to help raise our standards, including internal mock inspections, a new complaints system to track issues easily and to enable sharing of lessons learned. Each care home now has a continuous improvement plan and evidence files for better recording and to provide a transparent approach for our regulators. We have also moved over to electronic care planning and introduced a new medications system across our services.

As a result, 17 of our care homes are now rated 'Good' with our regulators CQC and CIW. The latest Your Care Rating Survey, the largest independent survey for care home residents in the UK, also revealed that 96% of our residents are satisfied with the overall standard of their Home, a 2% rise from last year.

Proactive approach

We're always looking at ways to develop and improve our services. One of the biggest things we have learned over the past year is to use our instincts to support our internal inspections in our Homes. When we feel there may be a potential issue in any Home, we will work closely with the Home's Management team to investigate and inform CQC/CIW so we are clear and transparent. The feedback from our regulators on these occasions has been very positive and helps us to improve the quality of our care.

More dementia support

Over the next year, we plan to implement a new tool to help analyse our staff levels better and ensure we have the right teams in place to support our residents. We're working to achieve a 'Good' rating in all our Homes in upcoming inspections. We will also be reviewing the dementia and nursing availability in some of our Homes with a plan to increase the number of residents we support with dementia.

A Resident Placements Manager was recruited in January 2018 and is helping to support placements across our Homes to maximise occupancy levels.

OUR IMPACT



115 employee promotions between April 2017–March 2018. A further **65 carers** moved from Care Support Worker Level 1 to Level 2.



29 staff members completing an apprenticeship under the new Apprenticeship Levy and 51 employees under the previous NVQ approach.



Launched our new corporate values – We are **Kind, Supportive and Trusted**.



Launched a new **online platform** to improve the process of recruiting candidates.

Our People

Values are the DNA of any organisation. In 2017, we reviewed our corporate values and introduced a new set of values – Kind, Supportive and Trusted.

The new values are centered on our residents having a perfect day every day, and these new values have been incorporated into our recruitment and organisational behavioural competencies, to ensure we deliver care that meets our residents' needs.

Developing our staff

We have been working on a number of projects to help staff develop the skills they need to support our residents. In April 2017, we launched an e-learning platform so staff can access and complete classroom based training online. Over 6,500 courses have been completed since the platform was launched.

Developing our employees is key and a career roadmap has been launched to support staff. Between April 2017 to March 2018, 115 staff members were promoted and a further 65 people who joined us at the starting level for carers

became Care Support Workers Level 2. We have 29 staff members completing an apprenticeship under the new Apprenticeship Levy and 51 people under the previous NVQ approach.

Events and activities

We have been involved in different activities to engage our staff including Learning at Work Week in May 2018 where residents and staff took part in activities to learn new skills. This ranged from a British sign language course at Devonshire Court in Leicester to a Zumba exercise class at Barford Court.

Attracting the best people

In 2018, we increased our use of social media to attract new staff. We also reviewed our employee benefits programme across our Homes and changed our pension provider, to enable head office and regional staff the option to use salary sacrifice to enhance their pension benefits.



Teresa's Story

I first started working at Albert Edward Prince of Wales Court in Porthcawl in 1992 as a carer on night shifts. My mother had worked at the Home since it opened and thought that working nights would fit in with my family life as I had two young children at the time.

“After my first year, I enrolled in an access to health course at my local college which helped me realise that I did have the skills to increase my level of knowledge. I went on to apply for nursing college and completed a BSC in Nursing Practice. I then worked in high dependency care integrated with intensive care and completed

by MSC in Advanced Practice and Independent Prescribing.

I came back to work at the Home but this time as a Registered General Nurse (RGN) and was working bank shifts. Things have changed over the years but I still love the Home as much as before. My children used to visit regularly and attended lots of activities that were held here. My daughter first visited the Home when she was two weeks old and she is now a nurse here.

In 2015, I retired from the NHS and took on a part-time role of RGN/ Clinical Lead at Albert Edward Prince of Wales Court. The Manager thought I had a lot to offer with my vast level of experience. Unfortunately in April 2017, we experienced a difficult time with an incomplete senior

management team, which has now been addressed. I supported the Home by becoming a full time Clinical Lead and ended up learning a lot about the management side of the care home. I was fully supported by the Home Manager at the time, who helped me to nurture my skills and gain confidence to become part of the management team.

I was promoted to Deputy Home Manager at the beginning of 2018. My role is varied and interesting. I am very involved in medications which are now computerised and it has given me the opportunity to support other members of staff. I enjoy working for RMBI Care Co. and have been supported throughout my time here with advice and training. It is a supportive environment for staff to work in.”

“I was promoted to Deputy Home Manager at the beginning of 2018. My role is varied and interesting.”





Teresa Picton, Deputy Home Manager
at Albert Edward Prince of Wales Court
in Porthcawl.

“ I cannot sing the praises of Albert Edward Prince of Wales Court loudly enough. My mother is a new woman since going to stay. She is happy, engaged and alert. The staff are genuinely wonderful people.”

Relative of a resident.
Carehome.co.uk review, May 2018

OUR IMPACT



Completed **multiple projects** at Albert Edward Prince of Wales Court and carried out refurbishments at Ecclesholme and Cadogan Court.



6 new residents rooms created at Zetland Court in Bournemouth with additional plans to improve the ground floor communal areas.



Asbestos surveys and removal programme and fire stopping surveys conducted in all Homes.



Completed the **sale** of Harewood Court in Hove.

Our Homes

Home Improvements

Our biggest priority in the Property Team is to ensure residents living in our care homes are safe. We carry out a number of compliance checks and audits on an ongoing basis, including a compliance tracker which monitors checks and inspections in all of our Homes to ensure we are 100% compliant.

Over the last year, we appointed four new Facilities Managers who have all undergone an intensive induction programme from our National Facilities Manager. All Facilities Managers also take part in annual training and our training programmes are continuously reviewed to ensure our Homes are compliant and the necessary skills are up to date.

Our planned capital programme helps us to improve our Homes and make savings to reactive maintenance. Key improvements in the last year include completing the corridor at the STAR Centre in Devonshire Court in Leicester, two new lifts at Queen

Elizabeth Court in Llandudno and several updates at Zetland Court in Bournemouth including refurbishing the veranda, roof repairs and replacing a water tank.

Non-operational properties

To date, non-operational properties have been managed by external agents, the Property Team and Homes' Facilities Managers. Going forward, we will be outsourcing the management of all non-operational properties to external agents, which will include collection of rent, sourcing tenants and managing tenancy agreements, as well as compliance checks and repairs to ensure compliance and consistency.

Energy efficient homes

We're working on some exciting projects at the moment including a refresh at Cadogan Court in Exeter and Ecclesholme in Manchester. We're also looking to pilot solar electric power in one of our Homes to gain knowledge for future new builds, as well as how to utilise other energy efficient technology.



Prince Edward Duke of Kent Court



Shannon Court



Barford Court

A design of the proposed new care home
at Lord Harris Court



OUR IMPACT



Became members of **The Associated Retirement Community Operators (ARCO)** to network with other providers and share best practice.



Partnered with a **professional consultant team** that understands the care sector and needs of RMBI Care Co.



Developed a **seven year strategic development plan** to modernise our services for the future.



Made good progress with our plans at **Lord Harris Court and Prince George Duke of Kent Court.**

Our Developments

The work of the Development Team has increased significantly since the department was first created in 2016. Over the past year, we have enhanced our understanding of extra care and Assisted Living models, as we look to expand our range of services to older Freemasons who require some support but are not ready to move into a care home.

New partnerships

In July 2017, we became members of The Associated Retirement Community Operators (ARCO), the main body representing the retirement community sector in the UK. The partnership allows us to network and learn from like-minded organisations, that specialise in housing with care. We're also working with a consultant team to support us in our plans to develop extra care and Assisted Living schemes for the Masonic Community. Their rich knowledge base about the sector has already helped us to make informed decisions about how our services should be shaped and designed to maximise the benefits for our residents and staff.

Homes' refresh

Several of our Homes have recently undergone a major refresh. At Devonshire Court, plans have been agreed to build a street scene in the main corridor to create a feature area and support familiarity and visual stimulation for our residents. At Ecclesholme we will be making cosmetic improvements to the reception area and some of the communal areas to enhance the overall look and feel of the Home. We have also helped to create a seven year strategic development plan for RMBI Care Co. which sets the framework for future developments and works toward modernising our Homes and services for the future.

Homes for the future

Our key focus for the year ahead includes obtaining planning permission for the development of Lord Harris Court to build a new care home and Assisted Living apartments. We are also planning refreshment works at Cornwallis Court, The Tithebarn and looking to obtain planning permission for a new care home and Assisted Living apartments at Prince George Duke of Kent Court. We will be completing refresh works at Cadogan Court, Ecclesholme and the dementia street work at Devonshire Court, collaborating with the management teams in our Homes.

OUR IMPACT

In 2017, we teamed up with Alzheimer's Society to support their **Dementia Friends** campaign, to help our staff learn more about dementia. We now have 263 dementia friends and the activity is included in staff inductions.



Became members of **Dementia Action Alliance**, a national network of like-minded organisations in the fight against dementia.



Continued to make **positive changes to the environment in our Homes** to support people with dementia.



Spotlight on Dementia

According to Alzheimer's Research UK, around 850,000 people are living with dementia and this is expected to rise to a million by 2025. We're actively working on a number of projects at RMBI Care Co. to learn more about dementia, to help us personalise our care and ensure staff are suitably trained to support our residents' needs.

Ongoing Dementia Research

- Virtual Reality activities have been piloted at Ecclesholme in Manchester and Prince Edward Duke of Kent Court in Braintree to help us establish if and how these activities can support residents' wellbeing. The project concluded in July 2018 and the teams are currently assessing the outcomes to share across the organisation.
- An NHS funded trial called 'Symbad' has been launched to find a safe medicine which treats the distressing symptoms that some people with dementia experience. Homes are currently being recruited to support the trial and RMBI Care Co. has made a declaration of interest.
- Devonshire Court will be taking part in a project for residents and families commissioned by Health Education England. The aim is to gain a better understanding of residents' and relatives' needs for pharmacy professionals who provide support in care homes.
- Several Homes including Cornwallis Court, Cadogan Court, Devonshire Court and Ecclesholme are taking part in a study by King's College which is looking at the optimal time for people with dementia to move into a care home. The research is being funded by the National Institute for Health Research.
- Barford Court in Hove has taken part in a study by the Social Care Workforce Research Unit at King's College which focuses on staff perspectives and the role of human rights for people living and working in care homes.
- We are also working with the MCF to develop factsheets to support the Masonic community with useful information about dementia and signpost to relevant services for additional support.



A virtual reality session at James Terry Court in Croydon

Derek's Story

Derek Oliver, 85, is a resident at Barford Court in Hove. He made the decision to move to the Home in January 2016 from Shoreham-by-Sea in West Sussex, prompted by a medical condition and a feeling that he was starting to slow down.

Derek grew up in Lancing in West Sussex and attended grammar school between the ages of 11-18. He went on to a training college, but had to defer for two years to serve in the Royal Air Force. Unfortunately, he contracted TB and spent several months recovering.

Later, he went to King Alfred's College in Winchester where he completed his teacher training. After qualifying, he taught children aged 7-11 until he retired at the age of 57. He enjoys rambling and learning about local history and architecture.

Living at Barford Court has helped Derek to uphold his connections with Freemasonry. He became a Freemason in 1975 and in 2018 he celebrated 43 years of being a Freemason. He is a member of Viatores Lodge No. 4252 and has been the Master of the

Lodge on two occasions. He also has connections with Lodges in London and was Master of Basketmakers Company Lodge.

At Barford Court, Derek tries to get involved in as many activities as he can, particularly those involving music and going on day trips in the Home's minibus.

Speaking about what he enjoys most about living at the Home, he says: "The sense of security. RMBI Care Co. always aims to do the best it can for all residents." He encourages other Freemasons who may be considering their care options to plan ahead. "No one knows what's going to happen until it does. You realise that at some point in the future, you may be in need of the help an RMBI Home can provide. Visit open days, get to know the area, staff and maybe come for a week or two for respite beforehand."



RMBI Care Co. always aims to do the best it can for all residents.

Our Numbers

The revenue generated by our care homes in 2017/18 increased by £1.5m to £49m, whilst achieving an average occupancy of 87.6%.

In October 2017, we extended our services to provide residential accommodation and care for people with learning difficulties by acquiring Harry Priestley House, which had net assets value of £404k. Masonic donations, legacies income and donations from the Masonic Charitable Foundation (MCF) were £4.2m. Income from investments and other activities amounted to £1.9m.

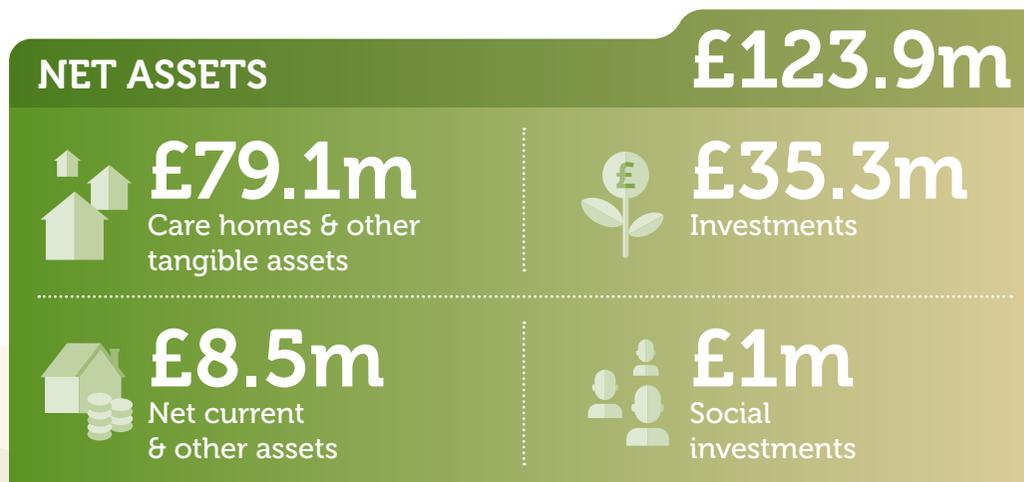
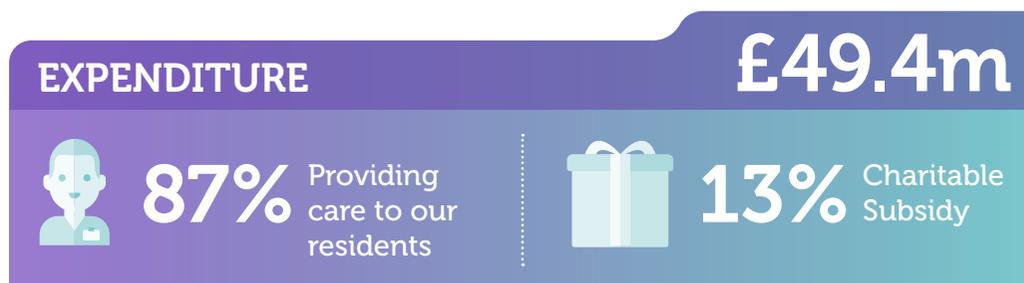
In 2017/18, the cost of providing care to our residents increased by 5.8% to £49.4m. The payments from local authorities towards the care of supported residents were considerably lower than the cost

of care. As a result, we provided charitable contributions amounting to £7.3m to support residents to cover this shortfall.

We continued to improve our care facilities by investing £7.4m on building new rooms, refurbishing our existing facilities and maintaining properties.

The secured loans provided to Masonic beneficiaries to enhance their quality of life reached £1m.

We invested £245k in staff training to support our staff in their roles and to enable them to provide the best possible care to our residents.





OUR IMPACT



Held our first annual **Safety, Health and Environmental Week** across the organisation.



Improved our culture of reporting residents' accidents which has led to an overall **reduction in the number of serious injuries.**



Our focus on health and safety has contributed to a **25% reduction in staff reported accidents between 2017 and 2018.**



Further upgrades to our **fire safety practice and build protection.**

Focus on Health and Safety

The health, safety and wellbeing of our residents, staff and visitors is at the heart of what we do, making sure that anyone who lives, works or visits one of our Homes is safe from harm at all times.

In 2015, the management of health and safety was brought in-house with the appointment of our Assistant Director of Health and Safety. This has brought about many changes and, most importantly, created a culture of living and working safely.

In 2018, we launched our first Safety, Health and Environmental Week to encourage residents, relatives and staff to be more aware of their surroundings. It has also enabled people to inform us of areas that could be improved. Following the positive response gained from this year's activities it will become an annual event to help provide information, ideas and talking points through competitions.

Our Health and Safety Team works closely to support our Homes' management and wider staff. This includes overseeing weekly and monthly checks as well as monthly Health and Safety Committee meetings which are attended by a range of staff members. The information is then reviewed at our National Health and Safety Committee which focusses on strategic risks and improvements.

Following the tragic events of the Grenfell Fire in 2017, the Health and Safety Team have worked hard to ensure that the fire safety of all Homes goes beyond the standards required by current legislation.

We continue to review our procedures to ensure that our evacuation plans and management of an emergency, if ever required, has been practised and tested with safe havens in place if needed.





Laurie's Story

Laurie Scott is the President of the Association of Friends of The Tithebarn. He has been involved with the Home in Liverpool since 1996.

I was first appointed by my group chairman to be the group representative on the Friends of The Tithebarn Committee. I became Treasurer for 10 years, before becoming Chairman in 2007 and I have been in my current role as President of the Committee for the last five years.

During my time with the Friends of The Tithebarn, I have been involved in many activities, from arranging garden parties to dinner dances, open golf days and table sales at the Home.

In the past, we have raised £50,000 to support an extension in the Home's main lounge, contributed funds towards a new Dementia Support House and many other projects, big and small.

The Friends have helped in practical ways including helping to make the rear of the Home more accessible for residents to enjoy gardening, donating a summer house for residents to have a relaxing outdoor area during the summer months and helping to keep the garden grounds clean.

I find great satisfaction in knowing that the support the Friends give in our spare time helps residents and staff. The funds we generate enables residents to enjoy days out to local places of interest as well as indoor activities. On Christmas morning, I particularly enjoy assisting the Home Manager in giving out Christmas presents to all the residents. There is no better way than to give some of your time to help and we aim to help in any way we can to support residents to enjoy life at The Tithebarn.”

“I find great satisfaction in knowing that the support the Friends give in our spare time helps residents and staff.”

New bedroom at boutique care centre
at Devonshire Court, Leicester



Our Values

Our residents and staff have been involved in helping to bring our new corporate values to life over the last year.

When we announced the new values each care home and staff at Head Office were challenged to think about the values and what they meant to them in their role and in the workplace.

Staff came up with some imaginative ways to launch and embed 'We are **Kind**, **Supportive** and **Trusted**' with colourfully themed activities and entertainment for all residents and staff to participate in.

To demonstrate each launch, our staff and residents also created storyboards with some wonderful examples of how they are **Kind**, **Supportive** and **Trusted**.





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 ecclesholme@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 604833
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

- Harry Priestley House, Doncaster**
Tel 01405 814777
This Home accommodates a small group of adults with learning disabilities.

Independent living apartments

8 Farnfield Court at James Terry Court, Surrey

Tel 020 8688 1745

Retirement apartments for independent living are available to rent at James Terry Court in Croydon. For further details or to arrange a viewing, please contact the letting agents Chilcott White on 020 8688 4153 or email chilcottwhite@btconnect.com

Robert Eliot Court, Cornwall

Tel 01726 75349

Robert Eliot Court provides sheltered housing on a leasehold scheme. To find out more, please contact the Scheme Manager Jenny Pappin on 01726 75349



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
H B Smith · 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 · Properties Director
Lal Ranasinghe · Head of Finance
Karen Salley · Care Operations Director



At RMBI Care Co., we care for older Freemasons, their families and people in the wider community. We operate 18 care homes in England and Wales and have been supporting older people for over 170 years.

We offer residential care, nursing care and dementia support, limited sheltered accommodation for people who prefer to live independently and short stay breaks.

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
Fax 020 7596 2427

www.rmbi.org.uk

f facebook.com/thermbi

t twitter.com/thermbi

Registered Charity No: 1163245 • Company No: 1293566
A review of the period April 2017 to March 2018.
Our accounts and governance arrangements can be accessed
on our website at www.rmbi.org.uk/who-we-are
Published in September 2018



This company is part of the Masonic Charitable Foundation
– a charity for Freemasons, for families, for everyone.
For more information, please visit www.mcf.org.uk