

# RMBI NEWS



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House joins  
RMBI Care Co.

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**Caring is our way of life**

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Send us your comments about this issue or any suggestions for future issues of RMBI News at [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk) or write to us at RMBI News Team, 60 Great Queen Street, London WC2B 5AZ.

If you would like an audio version of RMBI News, please email [marketing@rmbi.org.uk](mailto:marketing@rmbi.org.uk) or contact us on 020 7596 2400.

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# WELCOME NOTE FROM MARK LLOYD

Over the past year RMBI Care Co. has provided care and support to over 1,000 individuals across our Homes in England and Wales. Our average age of admission is 89 and we currently have over 49 residents over 100 years' old living in our Homes. Around 560 new residents joined us last year and we are seeing that people are now coming into care much later in life than perhaps 20 years ago.

I am pleased to report RMBI Care Co.'s success in steadily improving and demonstrating good quality outcomes. Fifteen of our Homes are now rated 'good' or equivalent with our regulators, CQC (England) and CIW (Wales) and our objective is for all our Homes to achieve this outcome over the next year. Special praise goes to the teams at Barford Court in Hove and Connaught Court in York, who both received an 'Outstanding' recognition from CQC for some areas of their service.

We currently welcome new enquiries and referrals to our Homes. The easiest way to find out more about an RMBI Home including services such as respite care or long term care options, is to speak directly with your local Home or to contact the Care Team at Head Office on 020 7596 2400 or via email at [enquiries@rmbi.org.uk](mailto:enquiries@rmbi.org.uk). You can also find all the contact details for our Homes at the back of this issue.

Finally, I would like to thank our Board of Trustees who volunteer and give their time so generously to help guide our Masonic charity, as well as the tireless work of our Homes' Associations of Friends who support our residents through friendship, raising funds and helping to enhance our Homes' environments.



**Mark Lloyd**  
Managing Director

# RESIDENTS HAVE THEIR SAY

**Last September RMBI Care Co. took part in the UK's biggest survey of care home residents and their families. Over 16,000 residents across 820 care homes took part in the Your Care Rating Survey.**

The results provide an opportunity for care providers to find out what residents really think about living in their Homes, so they can keep developing and improving their services.

Look out for the 'You said, we did' posters which will be displayed in all our Homes, sharing some of the feedback from residents and relatives, as well as what our Homes are doing to improve these areas.

## The Your Care Rating Survey results found:

# 94%

of residents say they are overall happy living in an RMBI Home (2% higher than the previous year).

# 96%

of residents say that they are satisfied with the overall standard of their Home (2% higher than the previous year).

# 91%

of relatives say that the Home is good at keeping relatives informed (4% higher than the previous year).

# 95%

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

.....  
\* The results were based on 543 responses from RMBI Care Co. residents and 549 responses from family and friends.

# MEET THE CENTENARIANS

In the 21<sup>st</sup> century, we're living longer than ever before. We currently have 49 centenarians living in RMBI Homes\* and a further 16 residents will turn 100 during this year. Recent figures from the Office of National Statistics predict that half of females born in 50 years' time and 44% of males can expect to live to the age of 100. We spoke to some of our residents who recently celebrated 100 plus birthdays about their most memorable moments, including growing up in the 20th century and their secret to a long life.



## Pat Corbin, 107

Pat has been living at **Zetland Court** in Bournemouth since 2014. She celebrated her 107th Birthday with family and friends at the Home on 17 March. Pat's milestone age makes her the oldest resident across RMBI Care Co.'s 18 care homes. To mark the event, Pat enjoyed morning tea with her family who visited from London.

Pat was born in Jersey and travelled to England and Denmark during her 20's. During the Second World War, she joined the Auxiliary Territorial Service, the women's branch of the British Army and by the end of the war she was a Lieutenant. She married her husband John in the late 1940s and they travelled to South Africa and Canada. Pat says she doesn't have any special secret to living a long life, 'it's just one of those things.'



## Harriet Sanger, 101

Harriet celebrated her 101st Birthday at **James Terry Court** in South Croydon last December. Known to her friends and family as Carrie, she spent much of her life living in Surrey and London. Today, she has two daughters, five grandchildren and 14 great grandchildren.

Carrie met her husband John while working as a shop assistant in London and they married on Christmas Day in 1939. Shortly after, he was called to join the Army's reconnaissance team and served in France. At the time, Carrie was living in Battersea and says she still has vivid memories of streets being cordoned off because of an unexploded bomb. Sadly, John passed away in 1990 after the couple shared 50 years of marriage. Carrie moved to James Terry Court at the age of 97 and still enjoys socialising with family and friends. She owes her long life to an active lifestyle, saying, "I have never stopped dancing and I love puzzles and quizzes."



## Muriel Barfoot, 100

Muriel moved into **Shannon Court** in February 2017 and celebrated her 100th Birthday this February. To mark the occasion, staff organised a birthday party and Muriel was joined by residents and her family including her daughter, grandson, his wife and Muriel's four great grandchildren.

Muriel grew up in Southampton and was the eldest of six children. She married her husband in 1947 and they had one son and one daughter. She worked at rubber manufacturers Pirelli as a shop steward and was in charge of the production of casing, used for underwater cabling in the Atlantic. Muriel enjoyed driving well into her 80's and says her secret to living a long and healthy life could be down to being a keen cyclist which has helped her to keep fit over the years.

\* Figures correct as of March 2018

# LIFE STORIES

Scarborough Court,  
Northumberland

Many of our residents have fascinating stories to tell, so in each issue, we aim to help bring their stories to life. In this edition, we speak to Eric Allison at Scarborough Court.

Eric is 92 and moved to the Home in February 2009 with his wife Olive, so they could receive additional support for their daily needs.



Eric Allison, resident at Scarborough Court

## Childhood memories

Eric was born on 11 January 1926 in East Sleekburn near Cambois, Northumberland. He lived with his mother, father and brother and his grandparents lived in the house next door. He met his wife Olive during a cycling trip and they married in March 1950. The couple enjoyed many happy years together, going camping and on other active holidays. They loved travelling to different parts of England so much that when they retired, they bought a caravan along the Northumberland coast.

*“There is no better place than England; we loved to see the hidden treasures of our country.”*

Eric Allison

## Masonic Life

Eric has been a member of St Cuthbert's Lodge in Bedlington for over 65 years and still enjoys visiting his local lodge. He started his membership in April 1952 as a Steward and built his way up to become a Master in 1961. He is recognised as the Past Provincial Assistant Registrar and recently received two awards for 65 years as a Freemason.

## Life at Scarborough Court

Moving to Scarborough Court, Eric and Olive continued to spend a number of years together, even celebrating their Diamond Wedding Anniversary at the Home. They lived in two spacious bedrooms in the Home's residential house, using one room as the bedroom and converting the other into a living room. Sadly, Olive became unwell and she passed away in September 2013.

## Staying independent

Today, Eric lives in a one bedroom with en-suite facilities and attends as many activities at the Home as he can. He enjoys going to the shops to do his shopping and taking part in the music and movement sessions organised by staff at the Home.

*“At Scarborough Court, I can stay as independent as I wish but staff are always there for me when I need them. I am well looked after here and over the years I have made many friends.”* Eric Allison

Scarborough Court is situated close to many historical sites and local beaches in Cramlington, Northumberland. The Home provides residential care, nursing and dementia support for up to 58 residents.

# LAUNCHING OUR NEW CORPORATE VALUES

Values are considered to be very important as they are the DNA of any organisation; a set of principles or standards of behaviour. In 2017, RMBI Care Co. reviewed its corporate values and after much discussion between staff, Trustees and wider stakeholders, our new values – **Kind**, **Supportive** and **Trusted** – were launched last November.

“We wanted people to be aware of our new values but more importantly, we wanted to embed them in the workplace so our residents have a perfect day, everyday. Each staff member should be able to identify with our values and demonstrate them in their daily practise, whether it is a carer supporting a resident in a care home or a staff member

who provides support from Head Office,” says Louise Bateman, Human Resources Director.

“To ensure staff, residents and relatives were all involved, the care homes and Head Office teams entered a challenge to launch each value, by creating mood boards to record experiences about what the values meant to them. We asked

everyone to focus on each value for a minimum of 30 days, using themed activities and to really think about the value in their day to day work. We associated a colour with each value to help everyone remember them and many of the Homes used this colour theme to help mark their launches.”

Staff at Zetland Court in Bournemouth with resident Joyce Waite. The team launched ‘Kind’ by building a large orange tree in reception.





Staff members Katarzyna, Paulina and Sunil celebrated the 'Supportive' launch at Prince Michael of Kent Court in Watford with a party, cake, raffle and entertainment for residents.

Home Manager Michele Belch gets into the spirit as the team celebrate 'Kind' at James Terry Court in South Croydon.



# TALKING ABOUT DEMENTIA WITH ANNE CHILD

According to Alzheimer's Disease International, someone in the world develops dementia every three seconds. Further research by Age UK suggests that over 850,000 people in the UK are currently living with dementia and it is the leading cause of death for women.

RMBCare Co.'s Pharmacy and Dementia Specialist Lead, Anne Child, leads on all key dementia activities for the organisation. She supports the Homes' teams to deliver dementia care and gain access to information to learn more about the condition.

We spoke to Anne about her role and some of her latest projects.



## When did you join RMBCare Co. and what drives your passion for your role?

I joined in October 2016 and feel privileged to work for RMBCare Co. I believe that good care should not be a lottery, it should be a given. It is a passion for me but I also believe we have an intrinsic right to care. RMBCare Co.'s values which are **Kind**, **Supportive** and **Trusted** also reflect the charity's approach about how we care for people.

## A dementia diagnosis can often be a confusing time for family and friends, as well as the person who has the condition. What advice would you give to help family and friends at this stage and where can they go to for more information?

The time of diagnosis is different for each individual and the information and support they and their family will require is equally individual. It can be a very difficult time for families

and the person themselves and many experience a sense of loss. However with support, encouragement and most importantly recognition of the person, people can live well with dementia; perhaps not the same but still with fulfilment and satisfaction.

There are a number of sources of support including Alzheimer's Society, local dementia action alliance groups, dementia cafes and local carer support groups. Some areas will have access to services such as an Admiral Nurse who is often of enormous help to individuals and their family.

## What do you think has been the most significant development or breakthrough in dementia recently and how is this changing the way we care for people?

As we wait for possible disease modifying agents or treatments, one of the ways we can enhance care is by embracing new technologies and their ground breaking

applications in care settings. These open the door to new possibilities for all sorts of interactions, understanding and support of individuals' needs. There has also been a growing body of work relating to intergenerational activities and its potential benefits, focusing on the need for social connection.

*With support, encouragement and most importantly recognition of the person, people can live well with dementia; perhaps not the same but still with fulfilment and satisfaction.*

**How does RMBI Care Co. continue to keep up with such developments and ensure staff are trained appropriately to meet the needs of our residents?**

RMBI Care Co. is partnered with Dementia Action Alliance (DAA) which connects over 6,700 care organisations to share best practice and take action on dementia. We are members of the National Care Forum and have supported several research projects as well as piloting our own projects. All our staff undertake dementia training as part of their induction, supported by Alzheimer's Society's step inside dementia programme. Working alongside an Admiral Nurse, we have also produced and are trialling an internal dementia training package. We have commissioned specialist training to support

communication techniques and de-escalation to help support distress reactions.

**What should people look out for when deciding if a service provides 'quality' dementia care?**

The service not only has to provide the category of care you or your loved one wants, it is important that you can see yourself or your loved one living within that service. It's important to think about how that service will support, enable and meet your or your loved one's interests as well as social, cultural and spiritual needs. This service will become the person's home and their space so talk to staff, other families and residents.

**How is Virtual Reality (VR) technology currently being used in the Homes and have you seen any positive outcomes from using this technique?**

We have started a pilot in three Homes, working in partnership with a health consultant and a specialist technology provider. The equipment will go live after meetings with residents and families; staff training will also be provided and we

will discuss the equipment's potential use with the individual and their supporting GP. In a fourth Home, we already have a VR platform in place to support reminiscence, social interaction and general wellbeing. The Management Team has found this to be a useful tool in supporting activity and interaction in some of our residents living with dementia.

**Are you teaming up with any other organisations to develop research into dementia further?**

Yes, we have completed projects in the last year and several more are in their infancy. The Social Care Workforce Research Unit at King's College London, Aston University and individual Homes have ongoing support for initiatives such as the ENRICH project. We are also teaming up with a local DAA in one location, to scope out how we might open up the Home to the community and increase residents' access to activities they may be interested in.



Residents Dora Thornton and Nancy Brown during a Virtual Reality session at Scarbrough Court.

# MCF: SUPPORTING THE WHOLE FAMILY



Jenna received support from the MCF with her university tuition fees.

As well as the support and care provided to older Freemasons, and their married, life, and widowed partners, the Masonic Charitable Foundation (MCF) can also support their children and grandchildren who are under the age of 25 and in full time education.

The MCF believes that no young person should have to miss out on the same opportunities as their peers because of their financial situation. As well as covering essentials like school uniforms and childcare costs, the MCF can also fund school trips, extracurricular activities and university scholarships.

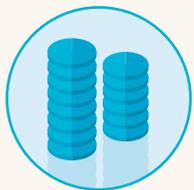
**Jenna is just one of the many young people who are now pursuing careers that they are passionate about, thanks to support from the MCF.**

Jenna had always dreamed of becoming a dentist and was thrilled when she was offered a place at university. She applied for a loan but, shortly before starting her studies, she was told that she would have to fund the whole course herself. Unfortunately, Jenna's parents were also facing financial difficulties and were unable to offer any help. In order to make ends meet, she was forced to take on two jobs, on top of her demanding course workload.

"Eventually this took a toll on my physical and mental health, and I almost had to drop out of university. Then I remembered that my grandfather was a Freemason – he told me if I ever needed help, the Freemasons would be there for me, so I got in touch with the MCF and applied for support. The MCF paid for my tuition fees, and I've now graduated as a dentist with first class honours. Applying for support was the best decision I've ever made. If I hadn't applied, I wouldn't have finished my degree and would not have my dream job."

## Can the MCF help you or your family?

The MCF offers a wide range of grants and services to Freemasons and their families who have a financial, health, family or care need.



### Financial support

- Essential daily living costs
- Help through a personal crisis
- Funeral bills
- Emergency home repairs



### Health & Wellbeing

- Medical treatment
- Mobility aids
- Home adaptations
- Counselling



### Educational opportunities

- Educational expenses for children
- University scholarships
- Support for exceptional talent



### Care

- Masonic care homes
- Respite care
- Guidance and support from professional advisers

Contact the Masonic Charitable Foundation today to find out if they can help you 0800 035 60 90 • [help@mcf.org.uk](mailto:help@mcf.org.uk) • [www.mcf.org.uk](http://www.mcf.org.uk)

# HARRY PRIESTLEY HOUSE JOINS RMBI CARE CO.

In October 2017, Harry Priestley House became part of RMBI Care Co. The Home, based in Doncaster, provides residential care for adults with learning disabilities who can no longer live at home and need support throughout the day. It can help people to live safely, whilst giving family members peace of mind, knowing that their loved one is in a supportive environment.

The Home is well-equipped to support people who are less mobile to ensure they can continue to live as independently as possible. This includes a tracking hoist and an assisted bath on the ground floor, a fitted stair lift to help people access the first floor and two vehicles to support trips outside the Home.

The Home also offer a variety of support services for residents to engage in the local community and take part in activities outside the Home. External specialists visit the Home regularly upon appointment including a physiotherapist and

occupational therapist, as well as a chiropodist and hairdresser.

Anne Stobart, who manages the Home, said, "In 2003, I joined Harry Priestley House as bank staff and I enjoyed it so much that when a permanent post became available I applied."

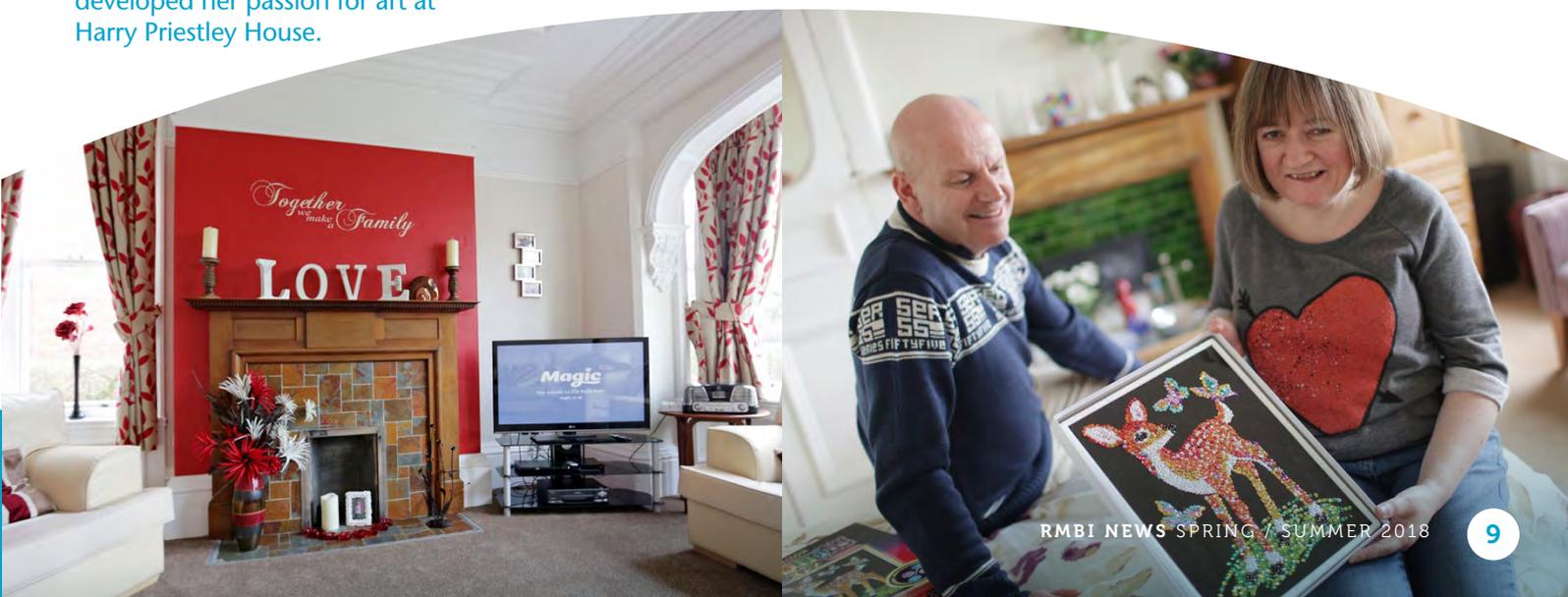
"For seven years I was a Link Worker, and then worked as Deputy Home Manager. In 2014 I became the Home Manager. I thoroughly love my job and my only regret is that I didn't start a career in care sooner."



Resident Denise Broadbent.

“ I thoroughly love my job and my only regret is that I didn't start a career in care sooner.”

Below: Lounge at Harry Priestley House.  
Right: Resident Sarah Moulson developed her passion for art at Harry Priestley House.



# APPLYING AT AN RMBI HOME

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, short stay breaks and day services.

**Albert Edward Prince of Wales Court,**  
Bridgend  
Tel: 01656 785 311

**Barford Court,** Hove  
Tel: 01273 777 736

**Cadogan Court,** Exeter  
Tel: 01392 251 436

**Connaught Court,** York  
Tel: 01904 626 238

**Cornwallis Court,** Suffolk  
Tel: 01284 768 028

**Devonshire Court,**  
Leicester  
Tel: 01162 714 171

**Ecclesholme,** Manchester  
Tel: 01617 889 517

**James Terry Court,**  
Croydon  
Tel: 020 8688 1745

**Lord Harris Court,**  
Berkshire  
Tel: 01189 787 496

**Prince Edward Duke of Kent Court,** Essex  
Tel: 01376 345534

**Prince George Duke of Kent Court,** Kent  
Tel: 020 8467 0081

**Prince Michael Of Kent Court,** Watford  
Tel: 01923 234 780

**Queen Elizabeth Court,**  
Llandudno  
Tel: 01492 877 276

**Scarborough Court,**  
Northumberland  
Tel: 01670 712 215

**Shannon Court,** Surrey  
Tel: 01428 604 833

**The Tithebarn,** Liverpool  
Tel: 0151 924 3683

**Zetland Court,**  
Bournemouth  
Tel: 01202 769 169

**Harry Priestley House,**  
Doncaster  
Residential care for adults with learning disabilities.  
Tel: 01405 814 777

Contact your preferred Home today to find out more about our services.

## The Royal Masonic Benevolent Institution Care Company

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