

# RMBI NEWS



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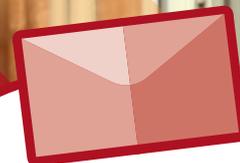
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# WELCOME NOTE FROM MARK LLOYD

In 2019, RMBI Care Co. has been given the opportunity to progress plans to develop some potential new build schemes. A number of our Homes have provided a sterling service to older Freemasons over the past 50 years and are in need of refurbishment or rebuild.

The programme, led by our Board of Trustees, aims to consolidate what we do well but also to offer a new retirement option. Lord Harris Court in Berkshire is a priority for us where we await planning permission to build a new care home. Other sites are also being considered to ensure we create modern environments to meet the specialist demand for end of life care.

In 2018 we obtained near full compliance in our Homes from regulators The Care Quality Commission (CQC) in England and Care Inspectorate Wales (CIW) in Wales. We achieved two overall 'Outstanding' ratings at Devonshire Court in Leicester and Prince Michael of Kent Court in Watford. Only 3% of care homes in England have achieved this rating. Our Welsh Homes, Queen Elizabeth Court in Llandudno and Albert Edward Prince of Wales Court in Porthcawl, also maintained 'full compliance' under the new Welsh system.

Finally, last September, we took part in Your Care Rating, the largest national survey of care home residents and their families. The results showed that 95% of residents living in an RMBI Home were satisfied with the overall standard of care and 97% of residents said that staff treated them with kindness, dignity and respect.



**Mark Lloyd**  
Managing Director

# NEWS IN BRIEF

## Prince Edward Duke of Kent Court turns 20

Prince Edward Duke of Kent Court in Essex celebrated 20 years in January since it officially opened. To mark the special occasion, staff organised a masquerade ball for residents, their families and friends – complete with a champagne reception and a red carpet to welcome guests.



## Feathered friends help residents beat winter blues

Residents at Devonshire Court, in Leicester, were all of a flutter in February when some friendly visitors came to visit. Elvis, a Eurasian eagle-owl and Fletcher, a tawny owl, delighted residents who were only too happy to give them a stroke.



## James Terry Court resident receives Legion of Honour

Resident John Nicholls, has been awarded the insignia of the Chevalier de la Legion d'Honneur, the highest decoration in France.



Along with four other London veterans, John, aged 92, was awarded the Légion d'Honneur by the French ambassador Jean-Pierre Jouyet in a special ceremony aboard HMS Belfast in February.

# PRINCE MICHAEL OF KENT COURT RATED 'OUTSTANDING' BY CQC

Prince Michael of Kent Court in Watford has received an overall rating of 'Outstanding' following a recent inspection by CQC.



The Home, which provides residential care and dementia support for up to 55 residents, was found to be offering an 'Outstanding' effective, responsive and well-led service to its residents and was rated 'Good' in two further categories.

CQC also praised the Home's focus on dementia care, describing it as "inspirational".

According to the report, published by CQC in December 2018, the residents at Prince Michael of Kent Court receive:

"an excellent standard of care and support because of the 'people first' culture developed in the Home. People were supported by a motivated staff team who were passionate about achieving excellent outcomes for people."

The Home's dementia facilities, which include a specially created street themed garden from a bygone era, were highlighted in the report: "The environment has been created using imaginative and inspirational ideas with a

particular focus on people who were living with dementia, to support and enable them to live safely and with minimal restrictions."

The inspection, carried out in August 2018, found the Home's staff to be "highly motivated and passionate about providing opportunities for people to continue to live a full and rewarding life."

The report also described the Home as being "driven by the wishes of people they supported."

# LOCAL CHILDREN HELP RESIDENTS BEAT THE WINTER BLUES

**Grandchildren of staff at Shannon Court in Surrey helped residents beat the winter blues by joining them for a touring pantomime of Jack and the Beanstalk.**

Residents and children were equally delighted joining in with all the traditional 'he's behind you!' moments side by side. The panto was kindly arranged for the Home by The Association of Friends of Shannon Court and provided by the Gary Starr Touring Pantomimes.

Shannon Court Activities Coordinator, Jackie Tumber, said: "The time after Christmas and New Year celebrations can feel like an anti-climax, so we like to have lots of fun things planned to ward off the winter blues. Our residents absolutely love it when our staff invite their grandchildren to our Home as they bring a wonderful energy and vibrance which is an absolute tonic. Watching them all joining in together was just fabulous!"



People were encouraged to live their lives in the way they wanted and were involved in innovative, creative and meaningful activities. They were supported and encouraged to pursue a vast range of innovative hobbies that were of interest to them."

Beverley Roberts, Home Manager at Prince Michael of Kent Court, said: "We are thrilled at receiving our 'Outstanding' rating from CQC. We've worked hard during the past year to raise standards of care at the Home and to provide the best support possible for our residents. We're especially passionate about ensuring residents living with dementia thrive at our Home and so it was particularly satisfying that this was highlighted in the report."

*"The rating reflects on the amazing team in place, who at all times focus on the wellbeing and quality of life of people living at the Home."*

**Mark Lloyd**  
Managing Director at RMBI Care Co.

# SENIOR MANAGERS GO 'BACK TO THE FLOOR'

This year, senior managers from Head Office made a commitment to carry out a work experience day in our Homes. The aim was to give the senior team an insight into the daily realities of caring and supporting our residents first hand. Here, some of our managers report back on how they got on and what they learned at the Homes.

## Managing Director Mark LLOYD at Barford Court

Earlier this year, Managing Director Mark LLOYD visited Barford Court to learn how the Home provides person-centred care for our residents.

"I arrived for the 7.30am morning shift at Henry Cottrell Dementia House and spent the morning learning first hand about the iCare and the electronic medication system. I shadowed Martin Fassett, the Team Leader

and his team and witnessed how they showed such care and detailed support to each of the residents.

The most moving part of my day was the arrival of a new resident who had come from another local home that could not meet his needs. Watching the older gentleman arrive, settle and join in with the other residents for lunch reminded me why I enjoy my job.



I would describe my time at Barford Court as being in a high class hotel with the choice of when to wake up, what to eat and when, and time for conversation with residents and their relatives."

## Regional Care Operations Manager Pauline Hunter at Ecclesholme



Regional Care Operations Manager Pauline Hunter visited Ecclesholme which predominantly supports people with dementia. She wanted to see how the challenges people living with dementia face, can impact staff.

"For my 'back to the floor' experience day, I chose to work with the domestic

team. Working with Domestic Assistant Carolyn Mynard, I witnessed how much pride Carolyn had in her work. It was clear that she cared about achieving high standards, particularly when she was cleaning the residents' rooms.

While cleaning one of the resident's bedrooms, I noticed one of the slippers was missing.

We eventually found it in the wardrobe and noticed a ring inside. It was a wedding ring belonging to the resident which had been missing for a few

weeks. The whole team were thrilled that it had been found. I am very grateful to the ladies at Ecclesholme for making my time enjoyable and informative.

They do a really tough but essential job and they do it with pride and care."

## Associate Director of Finance Lal Ranasinghe at Prince George Duke of Kent

Associate Director of Finance Lal Ranasinghe from Head Office visited Prince George Duke of Kent Court to learn how the Home provides excellent care for our residents.

"During the medication rounds with the nurse and audits with the Senior Shift Leader, I saw the complex nature of the jobs they do and how much knowledge, experience and

dedication is required for such crucial activities.

I enjoyed seeing a 103 year old resident's approach to requesting food and talking with the residents and ex-bankers during lunch. At one point, I felt emotional to see one of the residents in the last stage of her life but was humbled by the one to one attention given to her by the dedicated staff."



## Care Operations Director Karen Salley at Shannon Court

In January, Care Operations Director Karen Salley visited Shannon Court to work with the Activities Team and to see how they manage an all-round service to residents.

"The visit gave me the opportunity to appreciate how challenging the role of an Activities Co-ordinator is in our Homes. They provide a range of activities for as many residents as possible to access and enjoy.

In the morning, I took part in an exercise class with residents, followed by painting wine glasses and bird boxes. In the afternoon I attended a food forum, where

residents had the opportunity to discuss the menu and the dining experience, which was overall positive.

But the most enjoyable part of my day was being able to sit and chat with residents. It gave me an insight into how they felt living in a care home, specifically at Shannon Court.

It was lovely to spend quality time with the staff and residents at the Home. It made me feel privileged



to work for an organisation with such caring and dedicated staff teams who work tirelessly to enhance the lives of our residents."

# JEAN TAKES A RIDE ON THE WILD SIDE

At 99 years old, Cornwallis Court resident Jean Wood shows that she is still young at heart as she jumps onboard a Harley Davidson.

After telling staff at the Home in Bury St Edmunds that she'd never been on the back of a motorbike, they were keen to help Jean build new memories and have an adventure to remember.

Activities Coordinator Samantha Wiseman contacted their local Freemasons and with the help of Worshipful Master, Roger Florey of Phoenix Lodge in Stowmarket and the Suffolk Masons, a host of luxury cars, bikes and vehicles were rounded up. On 6<sup>th</sup> April, a 2009 Harley Davidson Roadking Classic kindly provided by Worshipful Brother Graham Fielding of Ala Lodge and a Bentley convertible, was brought to the Home to surprise Jean during the Home's coffee morning.



Top right, Jean road tests a Harley Davidson and a Bentley convertible. Below, Jean with Graham Fielding.



Speaking of her adventure, Jean said:

*“I was expecting to go around the Home on the bike but we ended up around the town. The Bentley was also lovely, it was as if it was brand new. You can still do things no matter what age you are!”*

# A BIRTHDAY WISH COMES TRUE

## FOR THE TITHEBARN RESIDENT

Liverpool FC Superfan, Bernard Sheridan, who lives at The Tithebarn in Liverpool, had his birthday wish fulfilled when he celebrated his 104<sup>th</sup> birthday with a family outing to a football match.

Bernard began his love affair with Liverpool FC in 1923, when he was eight years old and his uncle started taking him to football matches. They would travel by tram from Wavertree where they lived. One week they'd see Everton and the next they'd see Liverpool. Before long, Bernard favoured Liverpool FC and he has been an avid supporter ever since.

Back in 1950, he bought an eight inch television so he could watch the FA Cup Final (Arsenal won, 2-0) and invited all his neighbours to join the family in their front room. Another highlight during his 95 years supporting Liverpool FC, was being at Anfield with his young family for the famous cup tie win (1-0) against Wolverhampton Wanderers in March 1953.

Bernard and his family enjoyed a high profile visit to Anfield for the football match where he had the chance to meet Jürgen Klopp and Kenny Dalglish.

A week later, Bernard received a surprise visit from one of his heroes, football legend and presenter Jamie Carragher. The former Liverpool player dropped in to see Bernard at the Home to shake his hand and wish him a happy birthday.



Staff at the Home, where Bernard has lived for nearly three years, had contacted the star to tell him about Bernard. They were determined to ensure that Bernard had a birthday to remember, as part



Top, Bernard with his family, above with Jürgen Klopp and left with Jamie Carragher.

of their 'Dreams Come True' initiative.

Bernard said of his visit from Jamie Carragher: "Well, this is just the cherry on the cake. Jamie is an absolute hero of mine. I've had a wonderful week and I can't thank everyone enough, not least the lovely staff here at The Tithebarn who look after me so well and made all this happen."

# SUPPORTING YOUR FAMILY THROUGH THE UNEXPECTED



**Creating a happy, stable and loving family home is something to which we all aspire, but if life takes a difficult turn, it is important to know there's help out there for you.**

When something unexpected happens, such as a medical diagnosis, redundancy or death, it can change everyday life in the blink of an eye and shake the stability you have worked so hard to establish.

Thankfully, the Masonic Charitable Foundation (MCF) is here for Freemasons and their families through life's ups and downs. Every year, the MCF supports around 5,000 members of the Masonic community through difficult times in their lives. Whether the family has a financial, health, family or care-related need, the MCF's support and services **help families live better lives together.**

In 2015, Mark's wife, Jacqui, was involved in a road traffic accident whilst on her way home from work. The accident caused serious brain injuries and left Jacqui in need of permanent round-the-clock hospital care. Soon after, with only one income to support the family, Mark started to struggle with finances.

"After my wife's accident, I didn't know what to do or where to turn. My life and the lives of my two daughters, Ella and Grace, were completely turned upside down. Everything changed in an instant and money became really tight."

Freemason Mark describes himself as someone who

"wouldn't usually ask for help", but he opened up about his situation to his Almoner, who in turn told him about the MCF and helped him **make an application for support.** The MCF was able to support Mark and his daughters with their everyday living expenses while they focussed on coming to terms with their new family life.

"I feel like the MCF has got my back and my daughters' backs. **It's not just the money; it's the sense of family.** My advice to people in a similar situation is: Don't be stubborn! If you have a financial, health, family or care-related need, get in touch with the MCF today. I'm so glad I did."

## Can the MCF help you or your family?

Whatever life brings, the MCF is tackling some of the biggest societal issues faced by freemasons' families today. Contact the MCF now to find out if they can help you.

Call 0800 035 60 90 • Email [help@mcf.org.uk](mailto:help@mcf.org.uk) • Visit [www.mcf.org.uk](http://www.mcf.org.uk)

### Financial

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

### Family

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

### Health

- Medical treatment
- Mobility aids
- Home adaptations
- Counselling

### Care

- Masonic care homes
- Respite care
- Guidance and support

# INSPIRATIONAL CARER BRAVES THE SHAVE FOR CHARITY

**Carer Jackie from Prince George Duke of Kent Court in Chislehurst, took part in Brave the Shave in February, raising over £1,800 for Macmillan Cancer Support.**



Jackie decided to lose her locks for Macmillan after their nurses helped care for her dad Jim, who died earlier this year. She also battled with breast cancer herself three and a half years ago.

Residents and staff at the Home, where Jackie has worked for over a year, rallied round to support her fundraising efforts with Jackie's long hair being cut at the Home's salon. She was also sponsored by relatives of residents, The Association of Friends of Prince George Duke of Kent Court and the Home's management team.

As well as fundraising, Jackie also donated her 30cm of hair to the Little Princess Trust, a

charity that provides real hair wigs to children and young adults who have lost their own hair through cancer treatment and other illnesses.

Jackie said: "I take every day as it comes and see myself as lucky. I was going to go for the full head shave but decided not to in the end as it proved to be too much of a reminder for my family of when I lost my hair during my own cancer treatment. I'm overwhelmed by all the support I've had and by everyone's generosity in sponsoring me."

Home Manager, Kate Emery, said: "Jackie is an inspirational woman. She is outstanding in her professional life at our Home, where she is our End of Life Champion. She has also been remarkable in her personal life, in the way she coped with her illness and how she cared for her father after he was diagnosed with cancer. Jackie is a very positive person and we are proud to have supported her amazing fundraising effort."

**Below**, carer Jackie reveals how much she fundraised along with her new look.

*“Jackie is a very positive person and we are proud to have supported her amazing fundraising effort.”*

**Kate Emery**

Home Manager at Prince George Duke of Kent Court



# 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, and short stay breaks.

**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.

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