



RMBI *news*

Issue 2

Spring 2011



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Welcome to the RMBI news magazine

This is our second issue of the new magazine and we would really like to hear your views, so please send them in to us.

In this edition we have focused on our work to improve the care and support that we provide to the people who live in our Homes and how we are supported by a wide ranging community in the work that we do.

We have contributions from our Activities Co-ordinators who arrange varying types of activities to ensure that our residents are kept active both mentally and physically; an important part of care in our Homes.

Again, in this issue we are pleased to include stories from residents. We welcome stories from anyone connected to the RMBI.

We hope you enjoy this issue of RMBI news.

For contributions email: marketing@rmbi.org.uk

Next issue: Summer 2011



RMBI secures Virgin Marathon place

For the first time, the RMBI had secured a running place in the London Marathon.

Almost 30,000 people compete each year and raise millions of pounds for charities.

The RMBI are proud to announce that Karen Shepperdson, Deputy Home Manager at Lord Harris Court in Berkshire was our first ever runner in the Marathon.

Karen is an experienced runner and has fundraised for the RMBI before, raising funds for the Pamper Room at Lord Harris Court.

Sponsorship is still coming through and you can still support Karen by either forwarding a cheque to the RMBI at 60 Great Queen Street, London, WC2B 5AZ (mentioning it is in support of Karen) or visit Karen's Justgiving page: www.justgiving.com/KShepperdson



Karen Shepperdson



David Innes, Chief Executive

Changes to better support RMBI care homes

The new regulator, Care Quality Commission, has made major changes to the regulations and the way in which the quality of care will be assessed. The type of care we provide is constantly changing and there has been a significant expansion in dementia care.

Therefore the RMBI have introduced a functional, not organisational, based approach where the line management of Home Managers and internal care audit is separated.

The main changes are occurring in the Care Operations and HR Teams in response to a rapidly changing care and business environment.

Care Operations Team

The new structure creates a specific focus for our care strategy, business efficiency, and quality and compliance. Through the changes the following roles have been created:

- Debra Keeling, Deputy Director, will lead on all care related matters, both current and future, across our Homes. Debra will continue the work she has commenced on reshaping our dementia services, person centred care and looking at other care related changes we need to implement.
- Donna Lee, Assistant Director (Business Efficiency), will lead on all business related matters across our Homes. Donna will be working closely with colleagues in the Finance, HR and Property teams to ensure our Homes are run as efficiently as possible.
- Edna Petzen, Assistant Director (Quality and Compliance), will lead on all care related compliance matters across our Homes. Edna led the work in leading our Homes through a complex re-registration process in order to comply with the new care legislation which was introduced in October 2010. She will continue to help and support all Homes as they work through new methods of evidencing good practice.

HR Team

We have also revised the HR structure to ensure appropriate support is provided to each Home relating to staff management. The new structure is designed to encourage ownership of staff management at a local level with expert support provided from senior HR roles that will provide day to day HR guidance and support.

With these new changes the RMBI hopes to continue delivering a high quality service for all who use our services.

A handwritten signature in white ink that reads "David Innes".

'A closer look at the RMBI logo' by Norman Wilikins

Norman Wilikins, resident at Cadogan Court, Exeter sent in this article having been inspired by the RMBI logo.

"While the RMBI logo is familiar to the majority of residents, one wonders how many without looking can describe the symbols on which the design is based and which forms the core value of the RMBI.

"The flower as depicted is that of a little Forget-me-not and has long been associated with Freemasonry and the Charity in particular.

"To the RMBI it represents the ongoing commitment to providing quality care to older Freemasons and their dependants, emphasising that they should not be forgotten in their old age.

"The acorn is symbolic of the oak tree; the strength, hardness and durability of the timber as well as the longevity of the tree have given the oak a special significance to Englishmen. In this respect, the acorn represents the RMBI's extensive experience in the care industry for over a hundred years.

"During the late 17th and early 18th century charitable disposition began to take on an important part of Lodge affairs. Therefore in 1831 it was first suggested that something should be done to help the indigent brethren.

"This move was to result in the founding of the Amenity Fund for brethren and their widows. Concurrently, with this Charity another faction had advocated an Asylum for Aged and Decayed Freemasons.

"Although both were formed with good intentions, rivalry between the two developed. In 1850 the two Charities amalgamated as one to form the RMBI."

A new minibus for Cornwallis Court



Trips out will be easier and more comfortable for residents of Cornwallis Court, Suffolk, thanks to their new custom-built minibus.

Minibus presentation

The £37,000 bus was presented to the Home by the Association of Friends', former Yes keyboard player and Freemason Rick Wakeman.

The money for a minibus was raised by the Provinces of Suffolk, Norfolk and Cambridgeshire.

The Home had been using an ageing minibus for shopping and trips. Paul Oldfield, Secretary of the Association of Friends of Cornwallis Court, said: "The one we've bought is totally flexible. You can take seats out to put wheelchairs in. It has separate heating for the back and a drop down TV."

Resident Mrs Dorothy Cane said: "I had not been on excursions for a long while because the old minibus was quite uncomfortable and noisy. However, I am now looking forward to going on the trips."

Adaptations include a wheelchair lift stored under the floor and thermally insulated windows so wheelchair occupants can see out.

The Association of Friends are now trying to raise £35,000 to complete a project to install special baths with lifting gear for the Home.

Sensory Gardens to stimulate senses



Sensory garden at Connaught Court, York

The RMBI have been introducing sensory gardens to many of its Homes. Sensory gardens stimulate all five senses in people but are especially therapeutic for those with disabilities such as visual impairment and dementia.

To encourage interaction amongst the residents, the sensory gardens include raised flower beds and hanging baskets so that people have easier access to them. The residents really enjoy helping to choose plants, planting them and watching them grow.

To help with visual impairment colours, shapes and special features have been introduced to help create a wonderful visual environment. The sweet peas at Connaught Court, York were a great hit, not only bright and never ending, but the sensational scent helped bring back memories of so many past summers and gardens for the residents.

To aid hearing, wind chimes and water features have been introduced into the gardens as well as textured

paths that create noise when walking on them. Residents at Shannon Court, Surrey have really been enjoying their new garden by carrying out a wide range of activities.

Plants with different textures have been introduced so that people can touch and feel the varying types of plants available. Homes have been careful in ensuring that plants that are prickly or thorny are planted away from the paths.

Herbs and vegetables are grown in the gardens so that the residents can taste the fresh home grown produce. The garden at Connaught Court, York has been growing lettuce, beetroot and herbs which the residents have been enjoying immensely.

The gardens have had a real positive impact on the residents; they are now able to enjoy nature in a safe and tactile environment.

Donations and Legacies thankfully received

With the cost of care increasing, every donation made to the RMBI - whether small or large - helps the RMBI continue to provide a high level of care at all Homes.

In the last financial year, 2010/2011, the RMBI received £3.8 million in donations which also included specific donations to particular Homes.

The specific donations came from legacies left by late residents of our Home's and from Lodge's who support the work of the RMBI. We are reliant on this level of support to enable us to run our care homes.

The Grand Stewards' Lodge donated £70,000 to the RMBI. Part of this donation has been used to refurbish the hairdressing salon / pamper room at Prince George Duke of Kent Court, Kent. James Terry Court, Croydon and Prince Michael of Kent Court, Watford will also benefit from the kind donation. Lord Harris Court, Berkshire has also recently had their salon / pamper room refurbished as a result of a generous donation.

Hairdressing salons at RMBI Homes are a tremendous facility for residents and one that is greatly enjoyed by both men and women living in the Home.

Other generous donations and legacies received include:

- Mr William Raymond Hams left a legacy of £63,931 to Prince Michael of Kent Court, Watford.
- Mary Carling left a legacy of £44,431 to Devonshire Court, Leicester.
- Betty Brown left a legacy of £1,800 to Lord Harris Court, Berkshire.
- Springfield Lodge donated £25,000 to James Terry Court, Croydon.

The RMBI would like to thank everyone who has donated funds to support the work of the Charity.

Province of East Lancashire 2015 RMBI Festival

The Province of East Lancashire has been carrying out a number of events to raise money for the 2015 RMBI Festival. Below are just some of the highlights of their fundraising activities so far.

Bro. David Green carried out a sponsored climb of Mount Kilimanjaro and raised over £2,000 for the Festival.

Mrs Pauline Hayes, the wife of W Bro. Len Hayes, did a parachute jump and raised over £2,000. Pauline said: "It was a bit scary dropping out of a plane and coming down at 120mph, it took my breath away."

W Bro. Martin Caller, Assistant Provincial Grand Master decided to do a sponsored 'slim' to raise money for the Festival. Martin managed to lose the target of two and a half stone in four months.

Many in the Province had heard about Martin's endeavours and he was very proud to announce that with the support of Freemasons', friends and families he raised a magnificent £12,000. A tremendous achievement.



Hairdressing salon

Raising standards

Dementia is one of the most important issues we face as the population ages. There are currently approximately 750,000 people with dementia living in the UK and this figure is set to rise within the next twenty years.

In a recent report from the Alzheimer's Society two thirds of people living in care homes have some form of dementia. The report found that many homes were not providing person centred care to meet their needs and that a substantial number of staff welcomed the opportunity for more training to improve their skills. The report also highlighted that there were not many activities geared for people with dementia and that residents with dementia were often left on their own for long periods of time and were spoken to by staff in a disparaging way.

Debra Keeling, Deputy Director of Care Operations, said: "We found that people with dementia, of varying types and stages, live throughout our care homes and therefore as an organisation, we needed to think about how we could adapt, improve and expand our services to meet the needs of the people who live in our Homes in a way that enhances their well-being and quality of life."

The RMBI carried out qualitative research on the type of care and individual needs the people using its services required and saw the need to implement a strategy that would enable it to improve its services to people with dementia, their relatives and also those living within the care setting without dementia.

The RMBI Care Strategy was approved by the board of trustees in 2009 as a five year programme and is currently being rolled out in a phased approach to its 17 care homes.

The Strategy focuses on person centred care and how through the provision of a more person centred approach the quality of life could be improved for individuals using its services.

New and improved care planning documentation has been introduced, which focuses on the individual's care needs and how this information could be used to influence the way care is delivered to the individual to ensure that it is meaningful to them. Relatives are also encouraged to be involved in the process throughout.

Many of our Homes hold regular relatives support group for families of people living with dementia. The purpose of the group is to offer both emotional support and advice about all aspects of dementia, with an emphasis on sharing experiences and learning from each other.

The RMBI Strategy is integral to the working of all departments within the organisation. Closer working relationships have been developed to ensure that cross department working offer advice and support in order to

ensure that the key strategic goals of the Strategy are met in a co-ordinated fashion and that any changes required within the care home environment is implemented in a manner that is appropriate to the people living in the home.

A comprehensive training programme to support staff has also been implemented. Through this investment in staff training and development the RMBI aims to equip its workforce to review the care regime in their local care setting in order for them to seek ways of removing barriers that hinder relationship based care.

The RMBI Strategy will continue to be rolled out until eventually all 17 RMBI care homes have completed the training and are equipped to provide better quality care to the people using its services. On completion of the Strategy the RMBI will be able to deliver a more person centred approach to its care provision throughout the organisation.

All Homes will also be working towards achieving the Butterfly Service Kitemark status, following an observation by Dementia Care Matters. Cornwallis Court, Suffolk has just achieved this award in recognition of the high level of person centred care they deliver to people with dementia.

A photograph showing a female caregiver in a light blue uniform standing behind an elderly male resident. The resident is wearing a checkered shirt and glasses, and is gesturing with his hand. The background is slightly blurred, showing other people in a care setting.

The RMBI aims to equip its workforce to review the care regime in their local care setting and to seek ways of removing barriers that hinder relationship based care.



Going for gold

With a strong commitment to investing in its care homes, the RMBI aims to ensure that it provides high levels of care to residents, continues to meet Government regulations and remains competitive within the sector.

RMBI care home James Terry Court in Croydon is currently being rebuilt on site with Phase 1, the East Wing, due to be completed this summer.

The new East Wing facilities will provide up to 47 bed-sitting rooms with large communal areas. It will include full ensuite wet rooms and ceiling hoists in large spacious bedrooms which exceed the Government minimum requirements.

Phase 2 of the build will involve the rebuild of the West Wing which will begin this summer and will be completed in 2012. It will provide a further 28 bedrooms and will also include remodeling and refurbishing of the Home's main building to provide assisted living flats, where people can live independently with the full knowledge that care is available nearby.

The Home will provide residential, nursing and dementia care and will boast new dining facilities, health & beauty room and reception. The work has been phased, so that the current 39 residents face minimum disruption during the building works.

Gold Standards Framework

The Gold Standard Framework (GSF) helps care homes to support fully those residents who are approaching the end of their lives. It ensures they receive the care they want, where they want it, protecting them from

inappropriate hospital admissions, and helping them to live well and die well in the place of their choice.

James Terry Court has recently received a national award recognising their Gold Standard end of life care.

Staff at the Home now feel better equipped to deal with the challenging task of looking after residents in the later stages of their life. The GSF provides a useful structure for identifying, and then planning and assessing the care that the individual receives.

Care homes that have received the GSF Quality Hallmark Award have demonstrated a halving of hospital deaths and crisis admissions, leading to greater satisfaction for families,

residents and staff, and significant cost savings for the NHS.

To qualify for accreditation, staff at James Terry Court undertook the full GSF Care Home Training programme usually conducted over a nine to twelve month period. This training was then embedded into the Home for a further six months and then followed by a rigorous accreditation process. The accreditation is endorsed by all major care home organisations and supported by Age UK. It is also now endorsed by the Skills Academy for Social Care.

All RMBI care homes will be going through the GSF accreditation process to achieve this national award to ensure we continue to build on the high quality care provided.



Newly appointed Bishop visits care home

Bishop of Chelmsford, Stephen Cottrell visited Prince Edward Duke of Kent Court, Essex to meet the residents and staff at the Home as part of his programme to become acquainted with the Diocese.

The Bishop's visit included afternoon tea in the lounge where he met and talked with the residents. Nora Thorogood, aged 96, said: "I had a lovely talk with the Bishop about how my husband and I came to live here and my life in general."

Charles Mills, aged 89, who is a keen gardener, spoke to Bishop Cottrell about the Home's vegetable garden and how he helps to maintain it.

Ros Garnham, Deputy Home Manager said: "The residents were really looking forward to the visit and enjoyed chatting to the Bishop."

The visit also included a tour of the Home which included the Dementia Support Unit, where Bishop Cottrell briefly joined in the afternoon's activities.

Speaking of his visit Bishop Cottrell said: "It is lovely to see people being cared for in a home like this and it feels like 'home' which is not true of many care homes. I've had some lovely conversations with the residents."

Bishop Cottrell continued: "The Home is set in a beautiful building and the environment is lovely. There is a lot of great work going on here and it is obvious."

A trip down memory lane



Mr Emmerson with a painting (painted by him) of the high speed launch he skippered

Mr Emmerson, 95, a resident at Connaught Court, York had spent some time during the war with the newly formed Air Sea Rescue Service. He was approached by the BBC last year to ask if he would take part in a documentary programme as part of the 'Coast' series.

Mr Emmerson was asked to go to Plymouth and record his recollections for the programme. They were also interested in the time he spent with T.E. Lawrence (Lawrence of Arabia) as they were both stationed in Bridlington on the Yorkshire coast. During last summer Mr Emmerson, accompanied by his daughter, left York by train and travelled to Plymouth for an overnight stay. The next morning they were picked up and taken to the naval shore base to carry out the filming.

They set sail in a naval high speed launch called Talisman that had been used in the war. During the trip Mr Emmerson recalled a rescue that had taken place in 1942 off the coast of Benghazi in very bad weather where they picked up two German pilots who had been in a life raft for ten days and were in a very bad way.

In 1944 Mr Emmerson, at the age of 28, took command of his own high speed launch No. 2707 and completed many rescues. Therefore he was delighted to be able to take the wheel of Talisman on the return journey.

The programme will go out as part of the 'Coast' series this summer. A wonderful trip down memory lane for Mr Emmerson.

Activities to engage all

Using the new care plans Activities Co-ordinators at RMBI Homes arrange an assortment of activities aimed to suit a variety of interests. Here are just some of the highlights of the activities that have been taking place in recent months.



Owls at Cadogan Court

The Hawkridge Birds of Prey Centre recently visited Cadogan Court, Exeter. They brought in owls and a kestrel much to the delight of the residents.

Residents were able to handle the birds and were given a brief talk about them.

Mrs Currington with Echo the owl

The Devonshire Singers

A group of residents at Devonshire Court get together weekly and are now fondly known as The Devonshire Singers. The activity is for everyone and not just for those who can sing in tune!

They have their own song book with a variety of songs from different decades and it is updated with new material on a regular basis.

The main aim of the activity is for the residents to enjoy themselves but it has also been proven that singing is good for your health and it certainly lifts everyone's spirits after a good sing-a-long. Resident Mrs Lucy Salt said: "I love singing because it's joyful."

Songs range from war time favourites such as those sung by Dame Vera Lynn to Frank Sinatra and they even do a bit of Abba!



The Devonshire Singers

Doris celebrates 103 years

Mrs Doris Day recently celebrated her 103 birthday at Cornwallis Court, Suffolk. Doris laughed when she saw her 103rd birthday cake and attributed her age to a daily tonic of cider vinegar, lemon and honey. Doris is RMBI's second oldest resident.



Doris celebrates 103 years

'That was the week that was'

The residents at Prince George Duke of Kent Court, Kent keep interested and involved in current affairs by holding a weekly discussion group on Friday mornings. Residents bring along cuttings from the week's papers or magazines, which they find to be interesting, frustrating or amusing. The articles are read out and then general discussion invited.

The subjects are wide and varied, and lead to interesting and stimulating conversations, often encompassing reminiscence, comparing current day situations with comparative situations or events gone by.

The group is usually hosted by a volunteer, whose mother is resident in the Home.



We are always interested in receiving your contributions to this magazine. Please contact Marketing at marketing@rmbi.org.uk if you would like to contribute to the next issue.

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