


# Zetland Court, Bournemouth



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60 Great Queen Street, London WC2B 5AZ  
Registered Charity No. 1163245 | Company No. 1293566

Zetland Court is regulated by the Care Quality  
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Caring is  
our way of life

[www.rmbi.org.uk](http://www.rmbi.org.uk)





# A home from home

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Originally built in the 1840s, Zetland Court is set amongst landscape gardens, a short walk from the beach in Bournemouth. The warm, inviting atmosphere at the Home makes you feel at ease instantly. We provide residential, nursing and specialist dementia care for up to 63 residents.

We want you to feel right at home with us. Here at Zetland Court, you will have a spacious, fully furnished bedroom with an en-suite bathroom, and a specialist team to support your care needs.

The Home's surrounding grounds are beautifully maintained with a quiet area to sit and enjoy the smell of the flowers. Residents love our sensory garden, which is designed to stimulate all five senses.

Our on-site beauty salon means that you can visit the hairdressers or enjoy a beauty treatment whenever you like.





"My father is extremely happy with the care he receives and that's the only important consideration for us as his family"

## What we offer

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Moving into a care home doesn't mean you have to give up your independence. We're here to help you to live the life you want, whilst knowing that support is on-hand if you need it.

### Fresh homemade food

We have a fully serviced kitchen with on-site chefs and a catering team. Our varied menu changes regularly to give you a range of meal options and a balanced diet.

### There's something for everyone

We believe that keeping active both mentally and physically allows our residents to experience wellbeing and meaningfulness.

We provide regular activities at Zetland Court from gardening and painting, to day trips

outside the Home and gentle keep fit classes. We can also support you to continue enjoying your own hobbies and interests, and we are confident we'll have something that's just right for you.

### Invite family and friends

There are a number of indoor and outdoor spaces where you can host events with your loved ones. We can help to plan a private get together or special occasion at the Home if you wish.



### A plan that works for you

From laundry to cleaning services and our on-site shop, we're here to make life more comfortable and enjoyable for you.

We treat everyone as individuals and we will work with you to create a care plan that meets your needs.





“Overall, it’s a great home and a lovely place to live. We cannot fault the care, service and attentiveness of the staff to our relative”

# Our philosophy of care

Zetland Court is operated and managed by the Royal Masonic Benevolent Institution (RMBI). It is also regulated by the Care Quality Commission.

Caring is our way of life. As an organisation, our values are: Personal, Professional, Supportive, Learning, Respectful and above all, Kind. We aim to live by these values, and this is shown throughout our work and how we treat others.

We use a person centred approach to care for and support people. This means looking at the world from their point of view, ‘standing in their place’ and appreciating how they might be feeling.

This is very different from treating everybody in the same way and it makes the care that we provide ‘individual’ to each resident. Our values and approach to care make sure that we always deliver the highest level of care in our Homes.

Those members of the Masonic community who choose an RMBI Home have the security of knowing that they have a home for life, even if their financial circumstances change – as long as we can still support their needs.



# Types of care

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Making the decision to move into a care home can be difficult - that's why we're here to support you every step of the way.

## Specialist dementia care

Zetland Court offers residential and nursing care for up to 45 people and dementia care for up to 18 people.

We believe that people living with dementia can still lead an active and fulfilled life. Our staff are trained to deliver support that is individual to each person, so that you can continue to live meaningfully.

The 'Butterfly Service' status is a prestigious nationally recognised kitemark, awarded by Dementia Care Matters, a leading dementia

care organisation. It recognises care homes that are committed to delivering excellent dementia services. As an organisation, we are working closely with them to ensure we always deliver the highest standards of dementia care.

## Residential care

Residential care is provided for people who can no longer continue to live at home, even with support from home care services. It can help people to live safely, whilst giving family members peace of mind, knowing that you are in a supportive environment.



## Nursing care

Our nurses are trained to deliver a more specialist level of support which promotes health and wellbeing. This type of care is for anyone who requires 24 hours support from a registered nurse.

## Short stay and respite care

Short stay breaks, including respite care, are available to people who are cared for in their own homes. They allow families or carers to have a rest from taking care of a loved one.

This can be a good option to recover after a hospital stay, or to experience what life is like at our care home.

## Palliative care

Caring for someone during the final days of their life requires specialist skills and understanding. We are committed to making sure that our end of life care respects and upholds a person's dignity and we are here to support you throughout this difficult time.



# How to apply

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## How to apply

If you would like to apply to live at Zetland Court, please contact us on 01202 769 169 or email [zetland@rmbi.org.uk](mailto:zetland@rmbi.org.uk). Please see our **Eligibility Guide** for details about our eligibility criteria on our website.

## Funding your care

Our services are available to people with either private or public funding. Please visit [www.payingforcare.org](http://www.payingforcare.org) to find out more about your paying for care options or contact our Home Manager for advice.

## What happens next?

If you're ready to take the step to move into our Home, an assessment will be carried out to help us understand your needs and how we can support you. If a space is available and we can meet your care needs, we'll offer you a room.

We will tell you your weekly fee before moving into the Home. The fee covers accommodation, meals and care and this may change if your needs change.

We also offer short stays so you can experience life at the Home before you decide to move in. Please get in touch if you would like to find out more.



"We are very satisfied with the Home and the care being provided"