

Statement of Purpose



Zetland Court

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Our Commitment to You

At the RMBI, we care for older Freemasons and their families as well as some people in the community. Caring has been our way of life since 1842 and we provide a home for over 1,000 people across England and Wales – while supporting many more. Whether people need residential or nursing care, specialist dementia support or day services, we care for them professionally and kindly.

RMBI services are available to older people.

The RMBI is committed to ensuring that the individual's right to dignity, respect, choice and control over their own lives is upheld and maintained, and strives to achieve the following objectives:

- Every resident will be treated in a manner that respects his/her personal privacy and dignity.
- Every resident will have an individualised care plan which comprises a full assessment of physical, physiological, social and emotional needs. An individual care plan will be developed which is reviewed and amended to suit changing needs and preferences. Residents will be consulted on the formulation and implementation of their care plan.
- Every resident will be allocated a key worker/named staff member with whom they can identify and who will be responsible for ensuring their needs and preferences are met. Residents will have choice in the gender of those who provide their personal care, as appropriate.

- Every resident will be offered a range of social and leisure activities which appeal to them, offer stimulation and motivation, and access to the internal and external environment. Activities will be planned to be culturally and seasonally sensitive.
- Every resident is assured that any information pertaining to themselves or their care will be treated with the utmost confidence.
- Residents are assured that the staff of the RMBI have been carefully selected and trained to perform their duties to the highest possible standard and are supervised in the practice of their duties.
- Residents are assured that their security and safety is of paramount importance to the staff of the RMBI. Residents' financial affairs are treated with probity and discretion.
- Residents are encouraged to comment on any, or all, of the services provided by the RMBI, and management staff will actively respond to their input. Regular residents and relatives' meetings are held at the Home providing an opportunity for open discussion.
- Residents who wish to complain in the event of service failure are assured of a full and prompt investigation of their complaint by the management.
- Every resident will be actively assisted to access their rights as a citizen and to take part in society as they wish. Residents will also be supported to access their rights from primary care services as appropriate.

Services and Facilities

Zetland Court is a magnificent house built in the 1840s in a peaceful area of Westbourne. The grounds are beautiful with easy access for wheelchairs, and a special walk has been created with views out to sea.

The Home accommodates 63 residents; 45 in residential and nursing care and 18 in dementia care.

All rooms have central heating and some have en-suite toilet and hand washing facilities. A small number of double rooms are available in the residential area for married couples. There are several assisted baths and showers around the Home. Red Admiral View is the Home's dementia house, offering a supportive and engaging environment for up to 18 residents with a dementia.

Residents are provided with a key to their room and are free to come and go from their accommodation as they wish.

Residents may invite family and friends as they wish and entertain them in the privacy of their own accommodation.

Resident's guests are welcome to take meals at the Home for a nominal fee. In the event of a resident receiving a large number of visitors at one time (e.g. on a special birthday), the resident and their visitors will be able to make use of one of the lounges in the Home, by prior arrangement with the Home Manager. Zetland Court has a large, bright and airy dining room, one large lounge, one small lounge and a library, all of which have been tastefully decorated and furnished to create a homely atmosphere.

There is a shop which is open weekly and kitchenettes are available on each floor where residents and their visitors can make tea or coffee if they wish.

The Home has a wheelchair accessible minibus and a wheelchair accessible car if residents need to go out for any medical appointments. The minibus also takes residents out for day trips.

Bedding, towels and residents' personal clothing are washed, dried, aired and ironed in the Home's own large laundry, by trained domestic staff. A launderette is available for those residents who prefer to

do their own laundry. A dry cleaning service is also available and organised by the office staff.

Zetland Court offers a wide range of recreational facilities including a fully stocked library. Social and other activities are an important aspect of the care at the Home. Residents are encouraged to remain active for as long as they are able. A full programme of activities is organised by the Activities Co-ordinators to include concerts, quizzes, shopping trips and visits to places of interest.

The Home has its own hairdressing salon where residents can enjoy pampering from a professional hairdresser.

All residents are encouraged to register with their own GP. The Home has close links with the local surgery and surgeries are held at the Home. The Home can also arrange visits from chiropodists, physiotherapists and other health care professionals.

Regular religious worship is held in the Home; however, residents are free to attend a church of their choice in the local community.

Residents are able to take holidays if they wish. It is possible to take a break at another RMBI Home if accommodation is available, at no extra cost. Alternatively, residents are free to make their own holiday arrangements.

Fees for the Home

From 1 April 2016 the weekly rate at Zetland Court is as follows:

- Residential care from £843.17 per week
- Nursing care £1,169.38 per week
- Dementia care £1,253.10 per week

All applicants are assessed on an individual basis and advised of their weekly fee in writing before moving into the Home.

Residential Care Fee Bands

- £843.17
- £928.23

For those requiring residential care, the fee structure is set up in two fee bands. This enables us to distinguish between the different levels of care required at each fee band to ensure that the appropriate fee is charged according to the resident's care needs.

The weekly fee covers provision of accommodation, meals and care; fees may change if care needs change. If there is a requirement to change fee rates, appropriate discussions will be commenced and due notice will be given to those involved in the payment of individual resident's fees.

The fee structure and charging procedures of the RMBI are based on Central Government Fiscal Policy and the Community Care Act whilst giving consideration to the Charity's remit to assist Masonically eligible people of limited financial means and to use donors' money wisely. It is only fair that those who can afford to pay a realistic fee do so.

Fees do not include additional services such as physiotherapy, chiropody, newspapers or hairdressing.

Registered Provider

The RMBI is the registered provider for Zetland Court. Mrs Karen Salley, Care Operations Director, is the main contact at the RMBI and is contactable by writing to: RMBI, 60 Great Queen Street, London WC2B 5AZ. However, please contact the Home Manager in the first instance.

Karen has over 30 years experience from various senior level positions in the healthcare sector. Karen was previously Head of Operations for the UK's leading disability charity Leonard Cheshire. Prior to this she worked in GP Practice Management and held Senior Clinical Management positions within the NHS.

Registered Manager

Mrs Debbie Powell is the Home Manager at Zetland Court.

The Home Manager is in charge of the day-to-day running of the Home and is

responsible for the welfare of the residents. The Home Manager is registered with the Care Quality Commission.

Staff at the Home

There is a structured Management Team with relevant experience in elderly, dementia, and community care. As well as the Home Manager, the Deputy Manager, Assistant Home Manager, Business Administrator, Administrative Assistants, Activities Co-ordinators, Domestic, Catering and Maintenance staff take pride in providing a professional service as well as being flexible in their skills as necessary.

Registered Nurses, supported by a team of Bank Nurses, are responsible for the day and night care of the nursing clients. All the nurses in the Home update their nursing knowledge and experience by relevant on-going study and training.

The Carers hold relevant qualifications and are encouraged to progress to undertake NVQ Level 2 and 3 in Care. All staff receive comprehensive dementia

training to understand the needs of people living with dementia and to provide person centred care.

The chefs at Zetland Court work hard to meet residents' catering needs. There is a varied and seasonal menu and comments on the food are positively welcomed. If you have any special dietary, needs the catering staff will be happy to oblige.

Domestic and laundry staff offer a full service and undertake in-house training for manual handling and COSHH (Control of Substances Hazardous to Health). Bed linen is changed weekly or more frequently as required.

Health & Safety

The Home is covered by an emergency call system. The call points are found in all residents' bed-sitting rooms, toilets,

bathrooms and lounges. You will never be far from one and they are well marked.

Policies and procedures are in place in respect of the needs of both residents and staff. Fire drills are held (at varied times) for both residents and staff and modern fire detection/warning equipment is in place. The staff regularly update their training to deal with such an emergency.

Health and Safety committee meetings with representatives from all staff departments and residents are held regularly.

Copies of the Health & Safety Policy are available on request.

Any electrical items brought into the Home are subject to safety checks at the time residents move into the Home and periodically thereafter.

Application to the Home

The RMBI provides care for Freemasons and their dependants. There are several different categories of eligibility and you must meet the criteria for one category to access the RMBI's services.

Emergency admissions can be accommodated in exceptional circumstances. Please discuss your requirements with the Home Manager.

Please read the RMBI eligibility policy for more information.

Please take the time to visit the Home to walk around the building and familiarise yourself with the facilities. When you visit the Home you will be most welcome to talk to residents and ask them questions.

Initial contact with the Home can be made by telephone or in writing. You will be required to complete an application form and to provide information about your Masonic eligibility. We are, of course, very happy to assist you through the application process.

Members of staff will also be pleased to provide you with information and answer any queries you may have.

Residents' Views of the Home

All residents are encouraged to air their views on the running of the Home. Regular residents' meetings are held and any complaints promptly dealt with. Our aim is to make Zetland Court a pleasant place to live. Below are comments provided by residents of the Home.

“The support staff work extremely hard – often under difficult circumstances – but remain caring and cheerful.”

“Delightful Home, with beautiful gardens.”

“Warm welcome extended to visitors and families.”

An annual Quality Survey is also conducted at the Home for completion by residents and relatives. Results from this Survey help the RMBI to improve and develop its services to residents.

Terms and Conditions

If you decide to move into Zetland Court, you will be issued with a Resident’s Agreement and a statement of the terms and conditions of your residence with the RMBI.

It is our hope that residents moving into RMBI Homes choose to live in our Homes for the rest of their lives. However, should a resident choose to leave a Home permanently, four weeks’ notice must be given.

Regulatory Body of Care Homes for Older People

The Home is subject to regulation (Health and Social Care Act 2008) and is regularly inspected by the Care Quality Commission; a copy of the latest report is available on request.

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