



**The Royal Naval
Benevolent Trust**
Supporting The RNBT Family

17 April 2020

Dear Friends

I wrote to you all on 31st March, and I will try and send you a brief update each month until we return to normality.

I am pleased to be able to report that we are continuing to support our beneficiaries; we are there for them just when they need us most. The fabulous grants team with support from members of the Grant Committee operating remotely have kept the business of individual benevolence running very smoothly, and we have managed to adapt to the lack of caseworker reports by modifying our processes. As I told you in my last letter, the team have developed a fast track process for crisis and urgent cases; we have already delivered intervention to a number of such cases. To show how well the new procedures are delivering, in the first two weeks of 'lock down' we paid out over £32,000 of individual grants, and have handled 106 cases since the start of 'lock down'. As before, please let everyone know that RNBT is very much 'open for business' and is meeting the challenges which everyone is facing.

The team at Pembroke House have been working miracles in keeping the Home running despite a number of staff sicknesses and self-isolation. We very sadly lost our oldest resident last week to natural causes (not Covid-19), the indomitable Annie Cannon who had been with us since 2011 and was 106. In common with other nursing homes we have been struggling to get the PPE that we need to look after any residents either quarantined or displaying potential symptoms of the virus. We look forward to this situation improving very soon, and also the promised availability of testing. There now seems to be much needed focus on the care home sector, overdue but very welcome none the less.

The HQ team remain a cohesive group, all continuing to work well remotely and to offer each other mutual support. I am proud to announce that Tracy Mawer, one of our two Beneficiary Support Coordinators, has answered the call to return to the NHS to help them in their hour of need. She has yet to be called forward, but if she is we will manage without Tracy for as long as the NHS need her, and then welcome her back to RNBT when life returns to normal. I am sure you join me in wishing her God's speed in her essential work.

We have received two heart-warming messages of support from our Royal Patron, His Royal Highness The Prince of Wales. I have attached his letter dated 31st March, and I also received a personal note from his Equerry yesterday, which followed our Loyal Greetings to him for his recovery from the virus. The message read:

'His Royal Highness wanted me to thank you and the RNBT very much for such a kind message. He is full of admiration for the fact that the RNBT remains open for business. He wanted me to particularly pass on his special wishes to the House Manager and her staff at the RNBT's Care Home, Pembroke House, together with his warmest thanks for keeping the Home open, despite everything. Thank you for taking the time to send this note and this comes with all of our best wishes.'

On that happy note may I close by wishing you and your families all the very best during this challenging crisis, and to thank you for your support and understanding. Stay safe and do keep in touch.