



(Residential & Domiciliary Care Benchmarking)



Welcome to RDB Star Rating

RDB's current role is to identify and support care providers, committed to delivering high 'quality' of care and services, at a time when the social care sector is in crisis and in the process of undergoing radical transformation.

Our company information booklet provides you with an overview of why the RDB star rating system was developed, our philosophy and commitment to delivering a quality service, the assessment process and the feedback we provide.

Yours sincerely

Sue Brand
Managing Director, RDB Star Rating

RDB is a small business with a big product – capable of providing a ‘national standard’ for care quality. The raw material exists for the rapid introduction of an effective solution to quality assessment

All RDB care Standards have been cross referenced with the following:

1. Health and Social Care Act 2008 (Regulated Activities) Regulation 2014 No:2936
2. Care Quality Commission Key Lines of Enquiry (KLOE’s) 2018
3. British Standard BSI 8606

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 17

To meet this regulation; providers must have effective governance, including assurance and auditing systems or processes. These must assess, monitor and drive improvement in the quality and safety of the services provided, including the quality of the experience for people using the service. The systems and processes must also assess, monitor and mitigate any risks relating the health, safety and welfare of people using services and others. Providers must continually evaluate and seek to improve their governance and auditing practice.

In addition, providers must securely maintain accurate, complete and detailed records in respect of each person using the service and records relating the employment of staff and the overall management of the regulated activity.

As part of their governance, providers must seek and act on feedback from people using the service, those acting on their behalf, staff and other stakeholders, so that they can continually evaluate the service and drive improvement.

When requested, providers must provide a written report to CQC setting out how they assess, monitor, and where required, improve the quality and safety of their services.

CQC can prosecute for a breach of part of this regulation (17(3)) if a provider fails to submit such a report when requested. CQC may consider that this failure could prevent the provider from taking appropriate, timely action. CQC could therefore move directly to prosecution for a breach of this part of the regulation without first serving a Warning Notice.



RDB Star Rating

RDB Star Rating is an independent quality inspection company, established in 1997, to drive up standards in care. It was designed specifically to assess the level of care and services delivered in a residential social care establishment and provide care homes with a nationally recognised and reliable symbol of 'quality'.

Through our work we differentiate quality homes from competitors, by awarding a two to five-star rating, to assist vulnerable people and their families, when making decisions at a difficult and often stressful time.

The RDB accreditation is holistic, objective and developmental in its approach and takes between two to five days, depending on the size and category of the home.

Our Commitment to Quality

RDB is the first company in the UK to achieve UKAS accreditation, for social care, to the international standard ISO/IEC 17020:2012, for inspection bodies.

This confirms that RDB inspections, products and services are objective and consistent in their approach. It also provides a mark of quality for residents, families, commissioners, regulators and the public.

The RDB Model is reviewed and updated annually, in line with current best practice.

Care Homes which put themselves forward for annual accreditation are demonstrating a real commitment to improving the 'quality of life' for their residents.

UKAS Accreditation



7899

UKAS (United Kingdom Accreditation Service) is the sole government recognised national accreditation body in accordance with the EU Regulation 765/2008 (*the legislation that established the legal framework for accreditation in Europe*).

The RDB Annual Quality Cycle

The RDB detailed assessment tool was designed on the basis of the key factors that impact on the lives of clients in the care home. This client focused approach encompasses a variety of care standards, ranging from the way personal care is delivered to the management of their personnel.

Participating in the annual RDB Star Rating system is an excellent way for providers and managers to demonstrate how they deliver safe, effective, caring, responsive and well-led care with compassion, dignity and respect.



The RDB Philosophy

The Assessment Process

The assessment takes between 2 – 5 days, depending on the size and categories of care the home is registered for. The 'quality of care' delivered, is viewed from a number of different perspectives across the model, to give the most robust and reliable measure of the care provider's actual working practices.

Outcome assessment

Where possible, care is assessed in terms of outcomes achieved and therefore how a care provider chooses to fulfil a care standard is fully flexible. Care Providers are therefore not discriminated against on the basis of the category of care for which they are registered, the wishes of their current clients or by constraints brought about by policy or size of home.

Benchmarked care standards

Attainment on each care standard is benchmarked against the RDB profiles for 2,3,4 and 5-star performance. This ensures that different aspects of care are appropriately weighted and that the model effectively identifies quality providers in the current marketplace.

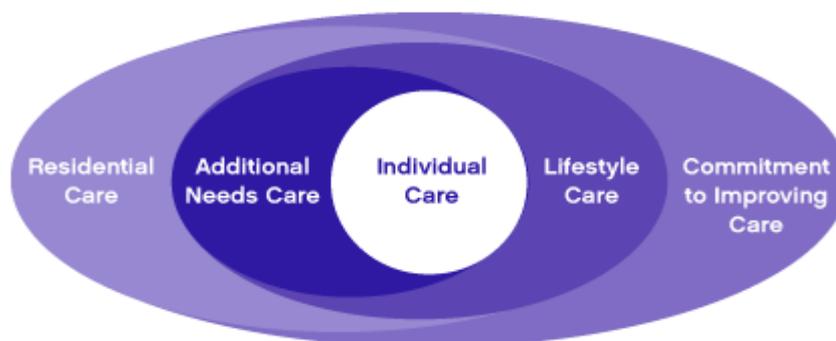
Interviews

The role of the RDB Care Quality Assessor (CQA) is to collect data from an interview-driven process, to enable assessment of the current working practices. The CQA works closely with the home to understand its philosophy of care, the working practices in the home and how its care outcomes are achieved. Interviews are carried out with residents, staff and management and in addition, residents and staff complete confidential questionnaires.

The role of the CQA is one of data collection not evaluation and therefore they do not get involved in the calculation of the home's star ratings. This ensures that both the assessment and the evaluation of the homes' care practices remain distinct and objective.

The RDB Model

The RDB model is designed to apply to public, private and voluntary care establishments in a non-discriminatory way. It is a dynamic, responsive, evidence based, measurement tool, to ensure the assessment is both comprehensive and reliable. The individual is placed at the heart of the model, regardless of the type of establishment, or the service being offered, therefore care is viewed through the eyes of those who receive it.



Individual care

This section of the model reviews how people's personal care needs are assessed and responded to prior to admission, on admission, day-to-day, over time and at the end of their life or stay. It also looks at the attitudes and behaviours of the staff and how they treat residents with dignity, respect and compassion.

Additional needs care

Additional needs care assesses the home's specialist care provision, specific to their CQC registration category. e.g. nursing, dementia care and learning difficulties.

Lifestyle care

Lifestyle care focuses on the facilities and services that impact on the quality of life for the home's residents. It considers the home's attempts to create a safe, empowered and pleasant living environment. This includes the maintenance at the home, the social programme and the additional facilities and services that are accessible to residents within their personal rooms, the home, or local community.

Residential care

Residential care analyses the home's ability to deliver best practice through efficient and responsible management. This includes operational management, administration, catering, staff recruitment, induction, working conditions and practices, health & safety and its responsiveness to change.

Commitment to continuous improvement

This section looks at the role of the management and their commitment to delivering high quality care. The focus is placed on their leadership skills, performance management, staff training and development and the homes quality assurance systems

The RDB Care Standards

The RDB model evaluates homes against more than 200 RDB care standards, collecting ten to 16 items of evidence for each standard. The RDB system is designed as a dynamic and responsive measurement tool, to ensure the assessment is both comprehensive and reliable and focused on the needs of residents.

Example RDB - Care Standard

1.1.9 Choice & Empowerment					
<p>The Home promotes residents autonomy and respects individual views. Residents are encouraged to live their lives as they wish and to be involved in decisions relating to their care & treatment. Residents' views and opinions are sought through questionnaires and resident meetings and feedback is acted upon. Management ensures that the daily running of the Home does not restrict individual resident's daily living choices and that staff are fully committed to this philosophy.</p>					
EVIDENCE	SI	RI	N/A	A	N
1 The home has a personalised approach	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
2 Staff are fully committed to this philosophy	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
3 Residents are involved in decisions relating to their care & treatment	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
4 Residents' views and choices are respected	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
5 Residents are encouraged to be independent	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
6 Residents are encouraged to participate in all levels of the service	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
7 Residents encouraged to voice concerns e.g. questionnaires, meetings	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
8 Resident contributions to the running of the home are respected	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
9 There is flexibility in daily routines	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
10 Residents can see their GP in private	<input type="checkbox"/>	<input type="checkbox"/>	()	<input type="checkbox"/>	<input type="checkbox"/>
Notes	<input type="text"/>				

Example - RDB Quality Assurance Standard

Twenty-five of the RDB Care Standards, that have a direct impact on the care delivered, are underpinned with a Quality Assurance Standard. This is to ensure that quality assurance is embedded in the home's working practices.

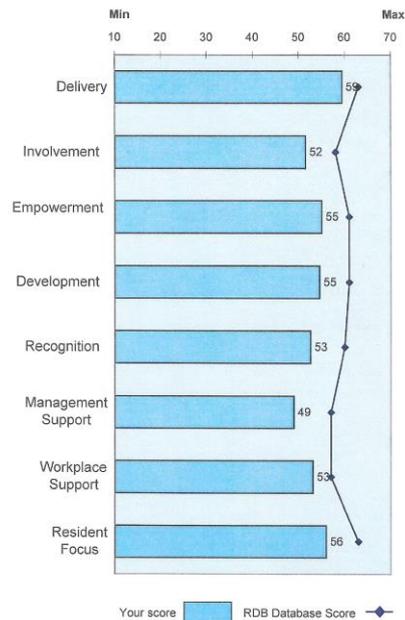
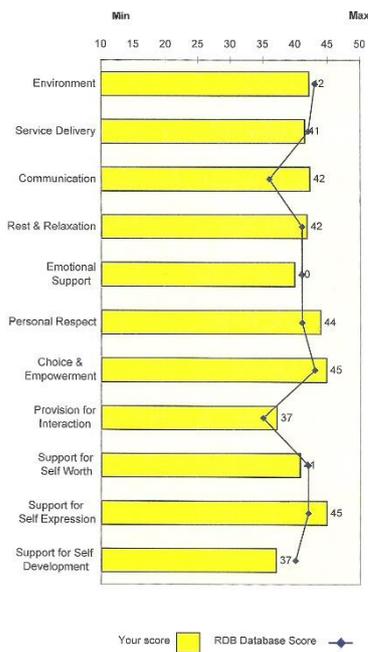
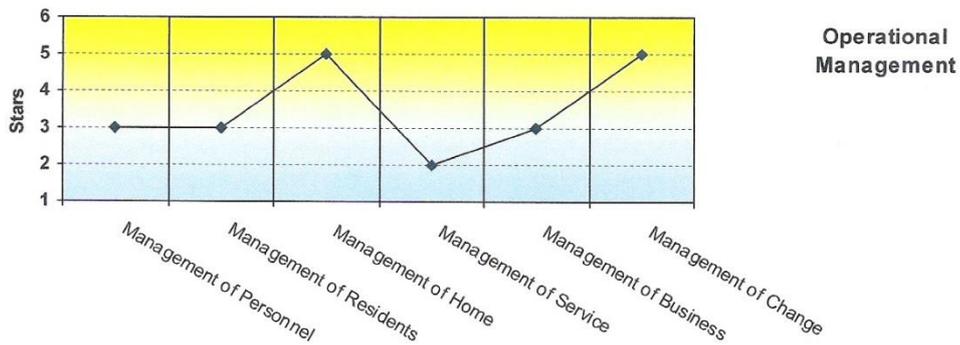
Ref	Quality Assurance	SI	A	N
EVIDENCE				
QA 1	Full policy statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1
2	Written procedure(s) in place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 2
3	Procedure adhered to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 3
4	Usability of policies / procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 4
5	Staff made aware of policy / procedure (evidence)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 5
6	Documents up-to-date / correctly displayed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 6
Notes	<input type="text"/>			
QB 1	Named / known person responsible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1
QC 1	Quality checks done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1
QD 1	Outcomes can be tracked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1
QE 1	Reviewed in last 12 months	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1
QF 1	Operational staff involved in review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1
QG 1	Cross home consistency / completeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1

The Assessment Report

Following the RDB assessment, a report is produced and sent to the care home. This summary report contains graphs depicting the home's overall star rating, the star rating achieved for each care standard and the results of their confidential resident and personnel survey graphs. It also highlights areas of strengths and care standards to be reviewed.

Star Rating Graphs depict the home's attainment against applicable RDB care standards

Example graph of a 3 star rated care home



The RDB Awards

Following each inspection RDB sends the care home a certificate and plaque to display

Star Ratings reflect

2 star - an average standard of care

3 star - a good standard of care

4 star - a very good standard of care

5 star - an excellent standard of care

Plaque



Certificate



Crowns are awarded for the care homes property and services, once it has achieved a four or five-star rating for its care

Benefits of the RDB Star Rating Scheme

The Public

- Enhances transparency to purchasers of care
- Involves residents in the assessment process through interviews and confidential questionnaires
- Promotes 'quality' service providers to the public
- Provides the public with up to date reliable, monitored and accredited standards
- Enables prospective clients and their families to make an informed choice

CCGs and Local Authorities

- Assists with market shaping, consistency and sustainability
- Manages the market on quality and not cost
- Promotes local partnerships
- Assists compliance with 'Best Value'
- Works with market forces
- Promotes 'quality' service providers to the public
- Ensures people have a choice of 'quality' care and services
- Saves Local Authorities from having to develop their own in-house inspection units
- Paid for by the service provider

Providers of care homes

- Drives up standards year on year
- Compliments the regulatory regime
- Assists homes with their regulatory compliance
- Demonstrates compliance with Health & Social Care Act 2014 Regulation 17
- Gives providers a validated independent second opinion
- Provides reports and data to drive 'quality' improvement
- Effective 'quality' marketing tool
- Assists care homes in attracting and retaining staff
- Provides a nationally recognised symbol of 'quality'
- Re-assures banks and insurance companies

CQC

- Provides current validated evidence and information, which CQC can use as part of their annual desk top risk-based assessment, following the change of their inspections to 30 months, for homes rated good or outstanding.

Endorsements

“The RDB Star Rating scheme has been at the forefront of measuring quality in residential care services for many years. At a time when the quality of the care services is constantly being scrutinised, the news that this excellent scheme has been accredited by UKAS, gives the public, and care providers, an independent assurance of quality. RDB Star Rating is an independently accredited and universally acclaimed mark of quality”.

Professor Martin Green, Chief Executive of Care England

“LCA has had a long association with RDB Star Rating and continues to promote its benefits to providers. Quality in care is not something owned by public and quasi-public bodies with an inspection/ quality monitoring role to be imposed externally. It is something which is at the heart of a provider’s commitment to delivering quality care and support throughout the organisation. It gives a provider ownership of their quality processes”.

Paul Simic, CEO of Lancashire Care Association & Joint Chair, Health and Social Care Partnership

“Having an annual external quality assessment helps us to focus and look at ways to continually improve. Everyone involved at Bushell House, trustees, management, staff and residents feel this external independent quality mark cements what we are trying to achieve, a high quality, caring home from home for our residents”.

Bushell House

“I feel that the RDB inspection is a helpful tool to judge your service against. It explores the key elements of care and quality within the home. The inspector we had was very professional and his approach made everyone he spoke to feel at ease. The fact that he related his findings about our service directly to CQC expectations and specific regulations gave us solid information to work with in regard to the inspection process which we are expecting through CQC. The end report was concise and matched the verbal appraisal which was given on the final day of inspection”.

Registered Care Home Manager

“I wish to express my thanks to the Assessor who has assessed our home several times over the past few years. They are excellent in their role and methodically thorough in their approach all the time been personable and approachable with staff, relatives and most importantly the residents, whose home it is after all.

The CQA has made the whole process a pleasant one and having spoken with all my care teams, they have asked me to pass on their thanks to the CQA. They are an asset to your team.”

Registered Care Home Manager

“We really can’t thank you all enough! This process assists us to constantly improve our service and is great for staff morale. We appreciate the independent view of the assessor and the affirmation of what we are doing well and pointers to help us in areas where we can improve. Please pass on our thanks for all those involved in the process.”

Registered Care Home Manager

“The Assessor was professional at all times – the feedback was constructive – an excellent experience, as always.”

Registered Care Home Manager

Contact Us

If you would like any further information on the RDB Star Rating Scheme, please do not hesitate to contact one of our team:

Address: RDB Star Rating Limited
8 Tungsten Building
George Street, Fishersgate
West Sussex BN41 1RA

Telephone: 01273 411811

Fax: 01273 411810

Website: www.rdbstar-rating.com

E-mail: rdb@rdstar-rating.com