



# Best Social Care Standards Authority 2019

RDB Star Rating is an independent national inspection company with a specific focus on driving up the quality of care and services delivered in care homes. To celebrate the firm's success in this year's UK Enterprise Awards we profile it and share the secrets behind its reputation for being the top standard in care provision throughout the UK.

The RDB Star Rating system is an assessment process, designed to assess the level of care and services within residential care establishments. This benchmarking scheme was initiated to help manage the care industry market and to drive up standards of care. The scheme provides recognition, publicly and typically financially, to those organisations that offer a high standard of care to their clients. Furthermore, the scheme allows local authorities to divert resources and placements towards quality providers.

The RDB Model is designed to apply to public, private and voluntary care establishments in a non-discriminatory way. As many of the standards are based on outcomes of care, the scheme is applicable to small and large providers and to many different types of care providers, often with clients with varying levels of dependency.

A detailed assessment tool was designed on the basis of the key factors that impact on the lives of clients using the system. This client-focused approach encompasses a diverse range of care standards ranging from the way personal care is offered to the management of personnel. A rigorous assessment process has been devised to assess these care standards in an objective and reliable manner.

Care homes receive a report which includes graphs depicting their overall performance, their performance for each standard and the results from their confidential resident and staff satisfaction survey. Successful homes are awarded with a star rating between two and five stars and provided with a plaque and certificate to display.

To ensure that the awards system is fair and unbiased, RDB CQAs (Care Quality Assessors) do not make decisions on the overall outcome of an inspection. Instead, a bespoke database is used which calculates the overall star rating the home achieves and the star rating for each care standard the home is benchmarked against. Each standard is individually profiled and has been set to reflect where the industry currently stands, therefore the profiles can be adjusted over time.

RDB products and assessments are based on the principles of best practice benchmarking. Since its inception in 1997 RDB has flourished and become the first company in the UK to be certified by UKAS (United Kingdom Accreditation Service) to the International and European Standard ISO/IEC 17020:2012 for inspection bodies, in Adult Social Care.

Care providers who participate in the RDB Star Rating scheme demonstrate their commitment to delivering high quality, safe, effective, responsive well-led care, with dignity and respect and at the same time give confidence to residents and their families. RDB is deeply passionate about only offering star ratings to the very best, most resident-focused homes, and as such the firm's accolades are a true badge of honour within the care home market.

Professor Martin Green OBE, Chief Executive of Care England, commented: *"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 care services is constantly being scrutinised, the news that this excellent scheme is accredited by UKAS, gives providers and the public an independently accredited view of quality. RDB Star Rating is an independently accredited and universally acclaimed mark of quality"*.



Susan Brand, Founder & Managing Director

Moving forward, RDB's ongoing focus is on driving excellence in the care home market, so that the UK can be confident in the social care sector and its care homes are respected and renowned worldwide for delivering high quality care. This focus will remain the core focus for this dedicated company as it looks towards a bright future filled with exciting new projects that will drive the UK's care market even further towards becoming an international standard for the provision of later-life support and services.

Company: RDB Star Rating

Unit 8 Tungsten Building  
George Street  
Fishersgate  
West Sussex BN41 1RA  
Website: [www.rdbstar-rating.com](http://www.rdbstar-rating.com)

Contact: Susan Brand (Founder & MD)  
[Sue.brand@rdbstar-rating.com](mailto:Sue.brand@rdbstar-rating.com)  
01273 411811