



Independent Assessors of Care Quality

CASE STUDY

Ann Charlton Lodge, Redcar

Ann Charlton Lodge specialises in caring for residents with multiple sclerosis and other diseases of the nervous system. The care home participated in the RDB Scheme for six years and has achieved five stars on all occasions, further enhancing the public perception of the home and its good reputation. The home also enjoys preferred provider status for multiple sclerosis care.

Key benefits

- Enhanced funding has enabled the home to enhance services to clients.
- Third party endorsement of a good reputation.
- Staff feel proud to be associated with a five star home which influences recruitment and retention.
- Residents are proud to be living in a five star home.
- The scheme has not changed the way the home does anything but has made staff more aware of the way things are done.