



Independent Assessors of Care Quality

CASE STUDY

Laurieston, Saltburn by Sea, Cleveland

Laurieston have taken part in the RDB Star Rating assessments over the course of five years. The management of the home look to the RDB Star Rating scheme to provide independent quality assurance. In its first year, the home achieved 4 stars and clearly focused on areas for development and improvement achieving recognition for exceptional care and, as a result, they achieved 5 stars for four consecutive years.

Key benefits

- Additional funds received from Council invested in staff training and increased pay.
- Staff are proud to be part of team and know they are the people who make the home a better place for residents.
- Residents are pleased with the outcome and like the staff to receive the public recognition.
- Introduction of NVQ training for all staff and the use of other training to maintain and improve standards.
- The good reputation now established has yielded a waiting list of 21 for this 16-place home.