



Independent Assessors of Care Quality

CASE STUDY

Pennystone Court, Blackpool

Pennystone Court first participated in the RDB Star Rating scheme in 2001. For the first 3 years they achieved 4 stars but in 2003 increased to 5 stars and have maintained their prestigious 5 stars every year since then and including this year. As a result of participating in the RDB assessment process and receiving suggestions from the RDB Care Quality Assessor, several improvements were introduced at the home as a result.

Key benefits

- There has been a marked increase in interest from prospective residents, since the home achieved 5 stars.
- The staff enjoy the experience of undertaking the RDB assessment and consider it a real achievement.
- The residents are proud of the home achieving 5 star status.
- Relatives also appreciate the significance of the 5 star rating when visiting the home.