



Independent Assessors of Care Quality

CASE STUDY

Thomas House Care Home, St Helens, Merseyside

Thomas House was established in 1997 to provide care for 28 elderly residents and has been star-rated for the past two years. It achieved a very good four star rating in its first year of assessment and received the highest five star rating in the following year's assessment through implementation of small improvements right across the home. The home maintained its five stars for the subsequent four years. Management and staff at Thomas House welcome RDB's independent, external audit which they believe enables them to deliver an excellent standard of support and care to all residents.

Key benefits

- There has been a noticeable reduction in staff turnover since undertaking star rating.
- Management and staff are more focussed on their role.
- Increased motivation, job satisfaction and pride in the job ensures a good working and living environment for both staff and residents.
- Encourages a questioning approach to policies and procedures and a more rigorous use of formal audit systems.
- Residents like to know that they live in a care home where excellent care is delivered.