



## Independent Assessors of Care Quality

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### CASE STUDY

#### **Walton House, Lancashire**

The Management Team at Walton House pride themselves on offering a highly professional care service for the elderly with a personal touch and that their ethos is that all service users are treated with utmost respect, dignity and sensitivity, thus improving and sustaining their overall quality of life.

The home first undertook an RDB assessment in 2005, gaining an excellent 5 star rating and maintained this award for the subsequent three years. In 2009, Walton House decided not to participate in the RDB Scheme as a new Manager was being appointed. However, in 2010 they signed up again, achieving 4 stars, but the following year they regained the prestigious 5 Stars, which they have maintained in their most recent assessment for 2014. In this case the home's management has had an impact on their star rating, demonstrating how effective the process can be.

#### *Key benefits*

- The home underwent the RDB assessment as they want to maintain excellence in care.
- Staff are enthusiastic about participating in the assessment and strive to maintain the home's star rating.
- The residents are proud to be living in a star rated home.