

PRESTIGE QUALITY RATINGS

Star Quality Ratings for Residential and Nursing Homes



A Star Quality Rating you can be sure of

Contact; Dave Allen
Telephone: 01704 574296
Email: allenpqr@aol.com

The PQR Quality Audit and Star Quality Award

PQR provides assessments of the quality of the standard of the living conditions and of the care provided by general residential and nursing homes.

All of the living conditions, including the state of the building/bedrooms/lounges/dining room etc, are rated against set criteria and the quality of care as evidenced in resident's care plans, health and safety records, policies and procedures etc. is rated against set standards.

Resident's opinions of the quality of the care service is canvassed and elements such as the admission process, the homes activities programme, the standard of meals, how medication is administered etc are all judged.

Staff recruitment, induction, training, supervision and communication processes are included and how home's monitor, maintain and improve their service is also assessed.

Throughout the assessment process account is taken of how well addressed are the 'Six Core Principles' of Privacy, Dignity, Independence, Choice, Rights and Fulfilment.

Evidence is gathered from direct observation, examination of case files/records & other documents, interviews with residents/staff and management, a staff questionnaire, a resident's survey and a review of recent CQC and other statutory Inspection reports.

THE FACTORS AND ELEMENTS THAT ARE ASSESSED

A: THE LIVING CONDITIONS FACTOR

Elements assessed include: The location of the home, the state of the building, access to the home, the size and state of the décor and furniture of the reception area, lounge/s, dining room/s, corridors, bathrooms, bedrooms, kitchen and laundry. The size and state of the gardens. Account is taken of any special/other facilities such as conservatory, use of minibus, hairdressing salon etc.

AN AVERAGE SCORE FOR SECTION A IS CALCULATED AND A STAR RATING IS AWARDED FOR THE QUALITY OF THE LIVING CONDITIONS

B: THE CARE SERVICE FACTORS

Factors assessed include:

How the home meets individual's particular needs.

Elements assessed are: Pre admission and needs assessments, care plans, resident's reviews and ongoing records of care.

The General Residential Care Factor

Elements assessed include: Information for residents/relatives, the admission process, meals, menus, the dining experience, residents activities, administration of medicines.

Staffing Factor

Elements assessed include: Recruitment processes, induction, training, supervision, communication processes.

The Maintenance of a Healthy & Safe Environment Factor

Elements assessed include: Health & Safety management/records, CoSHH, cleaning, maintenance of the home.

Quality Factor

Elements assessed include: policies/procedures, customer Surveys, QA audits, consulting with residents (residents meetings), complaints

AN AVERAGE SCORE FOR SECTION B IS CALCULATED AND A STAR RATING IS AWARDED FOR THE QUALITY OF THE CARE SERVICE

THE ASSESSMENT PROCESS

The assessment usually takes one full day on site and includes:

A questionnaire to all residents & an analysis of the results

A questionnaire to all members of staff & analysis of the results

An examination of a random selection of residents' Care Plans

An examination of a random selection of staff files

An inspection of the building.

An examination of the home's records/documents:

Information brochure

Resident's handbook

Policies & procedures manual/s

H&S/CoSHH/Fire documents etc

Reg. 26 and other audits

Staff Handbook

Staff meetings minutes

Staff communication books

Resident meetings minutes

Complaints records

Menus

Cleaning Schedules

Maintenance Schedules

Sample meal & dining experience

Interviews with members of staff

Interviews with residents or/and their carers/advocates

An examination of medication storage facilities & records

A discussion with the manager

A review of the most recent CQC reports & re examination of the evidence if there is a difference in the findings.

THE SCORING SYSTEM

Scores according to set criteria are given for the various factors and elements that are examined. The scoring system allows average scores to be calculated. An average score is calculated for the building and living conditions and an average score is calculated for the quality of the care services provided. The star rating level is awarded when the minimum prime figure is reached.

Nil = Element not present or is of significant/substantial poor quality.

Half a point = Below minimum standard.

One point = Approaching - Basic/Nominal/Minimum Standard.

One & a half points = Basic/Nominal/Minimum Standard.

Two points = Approaching - Good/Average/Satisfactory.

Two & a half points = Good/Average/Satisfactory.

Three points = Approaching - Very Good/Above Average/Strong Features/Very Good Condition/High Standard.

Three & a half points = Very Good/Above Average/Strong Features/Very Good Condition/High Standard.

Four points = Approaching - Excellent/Well Above Average/Very Highly Developed/Very High Standard/Comprehensive Amenities.

Four & a half points = Excellent/Well Above Average/Very Highly Developed/Very High Standard/Comprehensive Amenities.

Five points = Approaching - Exceptional/The 'Top' or 'Very Best'/Market Leader/ Luxurious/ Highest International Standards/Flawless Service/Many Extra Amenities.

Five & a half points = Exceptional/The 'Top' or 'Very Best'/Market Leader/ Luxurious/ Highest International Standards/Flawless Service/Many Extra Amenities

PQR STAR RATINGS

The star rating levels are:



One Star = Basic/Nominal/Minimum Standard.



Two Star = Good/Average/Satisfactory.



Three Star = Very Good/Above Average/Strong Features/Very Good Condition/High Standard



Four Star = Excellent/Well Above Average/Very Highly Developed/Very High Standard/Comprehensive Amenities.



Five Star = Exceptional/The Top or Very Best/Market Leader/ Luxurious/ Highest International Standards/Flawless Service/Many Extra Amenities.

TERMS AND CONDITIONS

1: For Prestige Quality Ratings:

1:2 Subject to payment of the appropriate fee Prestige Quality Ratings will:

- (i) Provide an assessment of the quality of the Living Conditions and the Care Service Factors of the home and award the home an overall Star Quality Rating based on the findings of that assessment.
- (ii) Provide the home with a separate rating for the Living Conditions and a separate rating for the Care Service Factors.
- (iii) On completion of the assessment, provide the home with a letter and a certificate confirming the overall Star Quality Rating awarded plus the separate rating for the Living Conditions and the separate rating for the Care Service factors, and the date the rating was awarded.

1:3 The Star Quality Rating awarded by Prestige Quality Ratings will apply for twelve months only as from the date of the award.

1:4 Prestige Quality Ratings reserves the right to withdraw the star quality rating awarded to the home should the level of care provided by the home be brought into disrepute by the owner, manager or any member of staff of the home. For clarification: disrepute will likely arise out of the owner, manager or any member of staff of the home being found guilty by a court of law of abuse or neglect of a resident or residents. In the event that the quality rating is withdrawn Prestige Quality Ratings will reimburse the home the balance of twelve/twelfths of the original full assessment fee according to how many complete months of the full year of the award remains.

1:5 Prestige Quality Ratings reserves the right to withdraw the star quality rating awarded to the home should the home default in the payment of the agreed fee.

1:6 Prestige Quality Ratings undertakes to respect the confidentiality of all residents and staff at the home and to maintain confidentiality in regard to all findings during the assessment of the quality and running of the home, subject to the normal rule of law.

2: For the Home:

2: 1 The owner or manager of the home will provide Prestige Quality Ratings with all documents, enable access to all of the homes facilities and arrange opportunities to interview staff and residents (or their advocates) so that a full and comprehensive assessment of the quality of the Living conditions and the Care Service can be carried out, subject to the agreement of the residents and staff concerned.

2:2 The owner, manager and staff of the home will respect the copyright of all documents originated by Prestige Quality Ratings and will not photocopy or reproduce by any other

means, or permit any photocopies or reproduction by any other means, of any documents produced by Prestige Quality Ratings.

2:3 The owner or manager of the home will pay Prestige Quality Ratings the fee of £250.00 when the award is made. (The fee is correct as at March 2009 but is subject to review).

3: Appeals:

Should the owner or manager of the home be dissatisfied with the assessment or rating of any particular element or factor of the homesqquality, Prestige Quality Ratings will undertake to re assess the element or factor and provide the owner or manager with a full written explanation of the findings.

If the owner or manager remains dissatisfied with the explanation he/she has the right to terminate the contract accordingly.