



Number of care operators taking part in Your Care Rating 2013 doubles

The deadline for care operators to sign up for care home survey, Your Care Rating 2013, has closed with the number of participating organisations more than doubling to 30, covering over 60,000 residents.

Your Care Rating is a survey of care home residents designed to promote quality improvement and help those choosing care homes. The 2013 survey will be carried out in September and October by market research company, Ipsos-Mori, who will also analyse the results before they are published by participating care homes in December 2013.

The 2013 Your Care Rating survey will represent more than 60,000 residents over 1,200 participating care homes. The new operators for this year include Abbeyfield, Belong, CLS Care Homes, European Care, Gracewell Healthcare, Hallmark, Helen McArdle Care, Jewish Care, Maria Mallaband and Royal Masonic Benevolent Institution.

Douglas Quinn, Director said: “Your Care Rating is open to all care providers and we are delighted that we have seen such a significant rise in the number of care homes taking part this year. More than 60,000 residents will be able to express their views and the results, which will be published, will provide essential information for all stakeholders”

At a launch event earlier this year, Baroness Sally Greengross, Co-Chair of the All-Party Parliamentary Group on Ageing and Older People, said: “Giving a clear picture of the care provided in residential homes has never been more important.

“From December 2013, following the largest ever survey of residential care, Your Care Rating will publish home by home results, to help those families considering residential

care to make an informed choice, and to drive continuous improvement by care home providers in the areas that residents themselves think most need improving.”

Residents will be asked to rate factors including care, staff, activities, security, food, the home environment, whether they are happy at the home and whether they would recommend it. Based upon the results each care home will be awarded an Overall Performance Rating and scores for 4 categories: Staff and Care, Home Comforts, Choice and having a say, and Quality of Life.

The Your Care Rating survey is open to care homes of any size in England, Scotland, Wales and Northern Ireland. The survey will cover homes that primarily serve older people (aged 65+) but younger adults in such care homes will be included.

For more information, email info@yourcarerating.org, visit www.yourcarerating.org, or call Anne Jenkins on 029 2054 8800.

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Notes for Editors

The Your Care Rating initiative was conceived at Castleoak Group’s Innovation Exchange in June 2011 – a customer conference focusing on innovation and continuous improvement in the sector.

A Steering Group was created from attendees at the conference and this group now makes up the Board of Your Care Rating Limited. This company has been formed to host and promote the survey, provide an authoritative source of information for prospective residents and family members, and to champion continuous quality improvement in care services.

The company is a ‘not for profit’ organisation, and any surpluses will be retained and used to further its aims and objectives.

Care providers which participated in the 2012 survey included:

- Anchor
- Avante
- Barchester
- Borough Care
- Care UK

Coverage Care
Fremantle Trust
Greensleeves
Guinness Care
HC One
MHA
Orders of St John Care Trust

Board members of Your Care Rating:

Jane Ashcroft	Chief Executive, Anchor Trust
Mike Parsons	Chief Executive, Barchester Healthcare
Douglas Quinn	Chairman, Castleoak Group
Roger Davies	Chief Executive, MHA Care Group
Carole Sawyers	Chief Executive, Fremantle Trust
Cedric Frederick	Chief Executive, Avante Partnership
Belinda Moore	Marketing Director, Care UK
Mel Knight	Chief Executive, Castleoak Group
Julian Evans	Head of Healthcare, Knight Frank