

## Internal Audit Ratings for the Homes

<u>Names of the Homes</u>	<u>Westcroft</u>	<u>Brookhouse</u>	<u>Heather's</u>	<u>Harley House</u>	<u>Saintbridge</u>	<u>The Willows</u>
<u>Date of Audit.</u>	2nd September 2021	15th September 2021	22nd September 2021	27th September 2021	12th August 2021	11th August 2021
<u>Rated by other Home Managers</u>	Very Good	Outstanding	Very Good	Outstanding	Very Good	Outstanding
<u>Date of last CQC Inspection</u>	12th February 2020	15th January '19	18th December '18	2nd March 2021	12th June '19	3rd October '19
<u>Rated by CQC</u>	Good	Good	Outstanding	Good	Good	Good
<u>Internal Audit carried out by</u>	<u>Michelle Hood</u> of Brookhouse	<u>Shobha Kapoor</u> of Harley House	<u>Dave Harley</u> of Saintbridge	<u>Aneesh Nath</u> of The Heathers	<u>Martin Rogerson</u> of Westcroft	<u>Dave Harley</u> of Saintbridge
<u>Catagories</u>						
<u>Is the Service Safe?</u>	3	4.5	4	5	3	5
<u>Is the Service effective?</u>	5	5	5	5	3	5
<u>Is the Service Caring?</u>	3	5	4	5	5	5
<u>Is the Service Responsive?</u>	4	5	5	5	5	4
<u>Is the Service Well Led?</u>	5	4.5	4	5	5	5
<b>Overall Total Points.</b>	<b>20</b>	<b>24</b>	<b>22</b>	<b>25</b>	<b>21</b>	<b>24</b>
<u>Maximum Points Available</u>	25	25	25	25	25	25
<u>% Points Achieved</u>	<b>80</b>	<b>96</b>	<b>88</b>	<b>100</b>	<b>84</b>	<b>96</b>
<u>Internal Ratings</u>						
90% to +	Outstanding					
80% to 89%	Very Good					
60% to 79%	Good					
40% to 59%	Reqs.Improvement					
Below 39%	Poor					