

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