Name of Home being Audited Home Manager Date of Audit.	Westcroft	Internal A	Audit Ratings for t	he Homes			
lome Manager	Westcroft		Internal Audit Ratings for the Homes				
lome Manager		Brookhouse	The Heather's	Harley House	Saintbridge	The Willows	
	Martin Rogerson	Michelle Hood	Aneesh Nath	Shobha Kapoor	Dave Harley	Yvonne Manton	
ate of Audit.							
	18th April 2024	23rd April 2024	24th April 2024	30th April 2024	30th April 2024	18th April 2024	
Rated by other Home Managers	Outstanding	Outstanding	Outstanding	Outstanding	Outstanding	Outstanding	
	4214 5-1	45111 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	27/1.84. 2024	2.4.04.4.0024	4211 L	2.4.0.4.4.4.2010	
Date of last CQC Inspection	12th February 2020 Good	15th January 2019 Good	27th May 2021	2nd March 2021 Good	12th June 2019 Good	3rd October 2019 Good	
Rated by CQC	Guu	Guu	Outstanding	Guu	Good	0000	
Name of Auditing Manager	Aneesh Nath	Dace Harley	Shobha Kapoor	Michelle Hood/Karen Brett	Yvonne Manton/Irene Chand	Michelle Hood	
	of The Heathers	of Saintbridge House	of Harley House	of Brook House	of The Willows	of Brook House	
<u>atagories</u> Dn Arrival and General Observations	100%	100%	100%	100%	100%	100%	
Pre Admission	100%	100%	100%	94%	100%	97%	
	100%	100%	94%	100%	96%	97%	
issue Viability	100%	100%	100%	100%	96%	100%	
ind of Life Care	50%	100%	100%	100%	92%	83%	
Prevention of Falls	100%	100%	100%	100%	100%	100%	
Noving and Handling	100%	100%	100%	100%	100%	100%	
Jutrition and Hydration	100%	100%	100%	100%	100%	100%	
nfection Prevention and Control	82%	100%	100%	96%	100%	96%	
Continence Care	94%	100%	78%	100%	97%	100%	
Aedication Management	100%	100%	100%	100%	100%	100%	
afeguarding	100%	100%	100%	100%	100%	100%	
Nental Health Care including Dementia	93%	100%	100%	100%	100%	100%	
Aental Capacity, Deprivation of Liberty and Restraint	88%	85%	100%	100%	100%	100%	
Record Keeping	100%	100%	100%	100%	100%	100%	
ervice User Experience, Public Engagement, Complaints, Equality and			1000/	1000	4000/		
Diversity & Access to primary care	95%	100%	100%	100%	100%	100%	
Governance/Management	100%	100%	100%	100%	100%	100%	
herapeutic Activities	100%	100%	100%	100%	100%	94%	
taffing	88%	100%	100%	100%	100%	100%	
taff Training	100%	98%	100%	100%	100%	100%	
invironment and Health and Safety	100%	100%	100%	98%	100%	100%	
Overall % Points Achieved	95%	99%	99%	99%	99%	98%	
nternal Ratings							
0% to 100% Outstanding						— Qəb	
0% to 89% Very Good							
0% to 79% Good 0% to 59% Regs.Improvement							
elow 39% Poor						Exceptional Excellence	