

| Internal Audit Ratings August / September 2021 | | 3ab Care Limited | | | | |
|--|---------------------------------------|---|--------------------------------------|---------------------------------------|--|--------------------------------------|
| | | Internal Audit Ratings for the Homes | | | | |
| Names of the Homes | <u>Westcroft</u> | <u>Brookhouse</u> | <u>Heather's</u> | <u>Harley House</u> | <u>Saintbridge</u> | <u>The Willows</u> |
| 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 | <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>Categories</u> | | | | | | |
| 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 |
| <u>Internal Ratings</u> | | | | | | |
| 90% to + | Outstanding | | | | | |
| 80% to 89% | Very Good | | | | | |
| 60% to 79% | Good | | | | | |
| 40% to 59% | Reqs.Improvement | | | | | |
| Below 39% | Poor | | | | | |