

### Quarterly Internal Audits

The 3ab Care Group is committed to providing a high level of service and care at all our locations.

The Homes comply with all the requirements of the Care Quality Commission (CQC ) and other Care regulatory authorities.

The Homes' commitment to maintaining high standards on an ongoing basis has prompted the Group to install a process of 'Quarterly Internal Audits' to ensure continuous monitoring of our Homes and standards of care.

This process is in addition to the CQC and local Council inspections and is carried out by our own Care Home Managers. Each Care Home Manager is placed on a rotating schedule to audit/inspect the other locations in the 3ab care Group. Below is the last Group Ratings from the February 2020 Audits.

<b>3ab Care Limited</b>						
<b>Internal Audit Ratings for the Homes- February 2020</b>						
Names of the Homes	<u>Westcroft</u>	<u>Brookhouse</u>	<u>Heathers</u>	<u>Harley</u>	<u>Saintbridge</u>	<u>Willows</u>
Date of Internal Audit	6th February'20	25th February'20	13th February '20	12th February'20	11th February'20	20th February '20
Rated by Internal Managers	VERY GOOD	VERY GOOD	OUTSTANDING	VERY GOOD	OUTSTANDING	OUTSTANDING
Date of last CQC Inspection	12th February'2020	15th January'19	18th December '18	17th September'19	12th June '19	3rd October'19
Rated by CQC	Good	Good	Outstanding	Requires Improvement	Good	Good
Audit carried out by	<u>Yvonne Manton</u>	<u>Ian Knowles</u>	<u>David Harley</u>	<u>Michelle Hood</u>	<u>Martin Rogerson</u>	<u>Shobha Kapoor</u>
Catagories						
Is the Service Safe?	4	4	5	4	4	4
Is the Service effective?	4	4	4	5	5	5
Is the Service Caring?	4	4	5	5	5	5
Is the Service Responsive?	4	5	5	4	5	4
Is the Service Well Led?	4	5	5	4	5	5
Overall Total Points.	20	22	24	22	24	23
Maximum Points Available	25	25	25	25	25	25
% Points Achieved	80	88	96	88	96	92
<b>Internal Ratings</b>						
90% to +	Outstanding					
80% to 89%	Very Good					
60% to 79%	Good					
40% to 59%	Reqs.Improvement					
Below 39%	Poor					