

| Internal Audit Ratings March/April 2023 |   | 3ab Care Limited                                      |  |   |  |  |
|---|---|---|--|---|--|--|
|   |   | Internal Audit Ratings for the Homes                  |  |   |  |  |
| Names of the Homes                      | <u>Westcroft</u>                                    | <u>Brookhouse</u>                                     | <u>The Heather's</u>                               | <u>Harley House</u>                                 | <u>Saintbridge</u>                                   | <u>The Willows</u>                                       |
| Home Manager                            | <u>Martin Rogerson</u>                              | <u>Michelle Hood</u>                                  | <u>Aneesh Nath</u>                                 | <u>Shobha Kapoor</u>                                | <u>Dave Harley</u>                                   | <u>Yvonne Manton</u>                                     |
| Date of Audit.                          | 8th March 2023                                      | 1st March 2023  | 28th March 2023                                    | 28th February 2023                                  | 14th March 2023                                      | 28th March 2023  |
| Rated by other Home Managers            | <b>Outstanding</b>                                  | <b>Outstanding</b>                                    | <b>Outstanding</b>                                 | <b>Outstanding</b>                                  | <b>Outstanding</b>                                   | <b>Outstanding</b>                                       |
| 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                            | <b>Good</b>   | <b>Good</b>   | <b>Outstanding</b>                                 | <b>Good</b>   | <b>Good</b>  | <b>Good</b>  |
| Internal Audit carried out by           | Michelle Hood and<br>Rosie Crossan<br>of Brookhouse | Shobha Kapoor and<br>Arshdeep Kaur<br>of Harley House | Yvonne Manton and<br>Priya Patel<br>of The Willows | Aneesh Nath and<br>Justin Mathew<br>of The Heathers | Martin Rogerson<br>and Gina Bosworth<br>of Westcroft | Dave Harley and<br>Kelly Gibbons<br>of Saintbridge House |
| <u>Catagories</u>                       |   |   |  |   |  |  |
| Is the Service Safe?                    | <b>5</b>  | <b>5</b>  | <b>4</b>   | <b>5</b>  | <b>4</b>   | <b>3.5</b>   |
| Is the Service effective?               | <b>5</b>  | <b>5</b>  | <b>5</b>   | <b>5</b>  | <b>5</b>   | <b>5</b>   |
| Is the Service Caring?                  | <b>5</b>  | <b>5</b>  | <b>5</b>   | <b>5</b>  | <b>5</b>   | <b>5</b>   |
| Is the Service Responsive?              | <b>5</b>  | <b>5</b>  | <b>5</b>   | <b>5</b>  | <b>5</b>   | <b>5</b>   |
| Is the Service Well Led?                | <b>5</b>  | <b>5</b>  | <b>5</b>   | <b>5</b>  | <b>5</b>   | <b>5</b>   |
| <b>Overall Total Points.</b>            | <b>25</b>   | <b>25</b>   | <b>24</b>  | <b>25</b>   | <b>24</b>  | <b>23.5</b>  |
| Maximum Points Available                | <b>25</b>   | <b>25</b>   | <b>25</b>  | <b>25</b>   | <b>25</b>  | <b>25</b>  |
| <b>% Points Achieved</b>                | <b>100</b>  | <b>100</b>  | <b>96</b>  | <b>100</b>  | <b>96</b>  | <b>94</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  |   |  |   |  |  |