

Internal Audit Ratings May 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.	26th May 2021	12th May 2021	10th June 2021	27th May 2021	12th May 2021	13th May 2021
Rated by other Home Managers	Outstanding	Outstanding	Outstanding	Outstanding	Outstanding	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>Dave Harley</u> of Saintbridge	<u>Martin Rogerson</u> of Westcroft	<u>Shobha Kapoor</u> of Harley House	<u>Martin Rogerson</u> of Westcroft	<u>Yvonne Manton</u> of The Willows	<u>Michelle Hood</u> of Brookhouse
Catagories						
Is the Service Safe?	5	5	5	5	5	5
Is the Service effective?	5	5	5	5	5	5
Is the Service Caring?	3	5	5	5	5	3
Is the Service Responsive?	5	5	5	5	5	5
Is the Service Well Led?	5	5	5	5	5	5
Overall Total Points.	23	25	25	25	25	23
Maximum Points Available	25	25	25	25	25	25
% Points Achieved	92	100	100	100	100	92
Internal Ratings						
90% to +	Outstanding					
80% to 89%	Very Good					
60% to 79%	Good					
40% to 59%	Reqs.Improvement					
Below 39%	Poor					