

Internal Audit Ratings	<u>3ab Care Limited</u>					
	<b>Internal Audit Ratings for the Homes</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	27th November'19	12th November '19	14th November '19	23rd October '19	25th November'19	6th November '19
<b>Rated by Internal Managers</b>	<b>VERY GOOD</b>	<b>OUTSTANDING</b>	<b>OUTSTANDING</b>	<b>GOOD</b>	<b>OUTSTANDING</b>	<b>VERY GOOD</b>
Date of last CQC Inspection	18th September 2017	15th January'19	18th December '18	17th September'19	12th June '19	3rd October'19
<b>Rated by CQC</b>	<b>Good</b>	<b>Good</b>	<b>Outstanding</b>	<b>Requires Improvement</b>	<b>Good</b>	<b>Good</b>
Audit carried out by	<u>Shobha Kapoor</u>	<u>Yvonne Manton</u>	<u>Martin Rogerson</u>	<u>Dave Harley</u>	<u>Michelle Hood / Karen Brett</u>	<u>Ian Knowles</u>
Catagories						
Is the Service Safe?	<b>3</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4</b>
Is the Service effective?	<b>4</b>	<b>4.5</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>4.5</b>
Is the Service Caring?	<b>5</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>4.5</b>
Is the Service Responsive?	<b>4</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>4.5</b>
Is the Service Well Led?	<b>5</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>
<b>Overall Total Points.</b>	<b>21</b>	<b>24.5</b>	<b>23</b>	<b>16</b>	<b>25</b>	<b>21.5</b>
Maximum Points Available	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>25</b>
% Points Achieved	<b>84</b>	<b>98</b>	<b>92</b>	<b>64</b>	<b>100</b>	<b>86</b>
<b>Internal Ratings</b>						
90% to +	Outstanding					
80% to 89%	Very Good					
60% to 79%	Good					
40% to 59%	Reqs.Improvement					
Below 39%	Poor					