

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 November 2019 Audits.

3ab Care Limited						
Internal Audit Ratings for the Homes						
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
Rated by Internal Managers	VERY GOOD	OUTSTANDING	OUTSTANDING	GOOD	OUTSTANDING	VERY GOOD
Date of last CQC Inspection	18th September 2017	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	Shobha Kapoor	Yvonne Manton	Martin Rogerson	Dave Harley	Michelle Hood / Karen Brett	Ian Knowles
Categories						
Is the Service Safe?	3	5	4	3	5	4
Is the Service effective?	4	4.5	4	3	5	4.5
Is the Service Caring?	5	5	5	3	5	4.5
Is the Service Responsive?	4	5	5	3	5	4.5
Is the Service Well Led?	5	5	5	4	5	4
Overall Total Points.	21	24.5	23	16	25	21.5
Maximum Points Available	25	25	25	25	25	25
% Points Achieved	84	98	92	64	100	86
Internal Ratings						
90% +	Outstanding					
80% to 89%	Very Good					
60% to 79%	Good					
40% to 59%	Requires Improvement					
Below 39%	Poor					