**INTERNAL SUMMARY REPORT - Month –December 2024**

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| **Team Planner/Area** | **Outstanding** | **Good** | **My needs are met** | **Requires improvement** | **inadequate** | **Total Internals completed** | **Comments From Internals(Requires improvement/inadequate)** | **Continuity of Care good?** |
| Basildon |  |  |  |  |  |  |  |  |
| Billericay | 1 |  |  |  |  |  |  |  |
| Laindon | 1 | 2 |  |  |  |  |  |  |
| Pitsea |  |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** | **2** | **2** |  |  |  | **4** |  |  |
| Canvey East | 1 | 3 |  |  |  |  |  |  |
| **Amber King** | **1** | **3** |  |  |  | **4** |  |  |
| Canvey West | 2 | 4 |  |  |  |  |  |  |
| **Tricia Conway** | **2** | **4** |  |  |  | **6** |  |  |
| Hadleigh | 1 | 1 |  |  |  |  |  |  |
| Thundersley | 1 | 2 |  |  |  |  |  |  |
| **Letwin Makasi** | **2** | **3** |  |  |  | **5** |  |  |
| Benfleet |  | 3 |  |  |  |  |  |  |
| **GemThompson** |  | **3** |  |  |  | **3** |  |  |
| Hockley |  |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh |  |  |  |  |  |  |  |  |
| **Rose Lewis** | **0** | **0** |  |  |  | **0** |  |  |
| **Company Totals** | **7** | **15** |  |  |  | **22** |  |  |
| **%** | **32%** | **68%** |  |  |  | **100%** |  |  |

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| **Hadleigh** |
| Supports my independence and allows me to stand on my own 2 feet – we get along very well, we laugh together - JN |
| The girls are good they are happy to be with Pat and help her – we chat and laugh and they are all kind – PT |
| The carers are patient with him and help him get ready for the day. They chat with us and are all friendly. All carers are very kind to us – JR |
| They do what I ask them to do – the girls are cheerful and lovely we get on very well - JM |
| They are joyful, smiling and caring – they help me get ready for the day and support my independence - PW |
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| **Benfleet** |
| They are all smiling, we laugh and joke – they make sure Rene has all she needs and she is clean, they chat with us all the time - RB |
| I get on well with my girls – we chat and laugh all the time and they are very patient with me - BN |
| They help with my personal care, food and medication – chats with me and keeps me entertained – always makes sure I have everything that I need - TM |
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| **Canvey East** |
| Daughter says her dad has good and bad days, the carers have cheered DE up and got him singing and dancing – DE |
| I like to have a natter with the carers – JE |
| Carers are friendly and always ask if I need anything – JC |
| Carers are kind and easy to get on with and the regular carers have a nice chat – MP |
| **Canvey West** |
| Carers are so good to me and I appreciate my regular carers – DM |
| Most regular carers are cheerful and make DR laugh and conversation is easy – DR |
| Carers help me to stay independent – MB |
| Carers are friendly and always ask if I need anything - JJ |
| **Basildon** |
| I now have my stairlift and are able to go downstairs – I am happy with my care and carers – VB |
| I am happy with my regular carers. I really like John as he chats with me a lot. I like having the odd other carers for a new conversation too. – MR |
| My carers are marvelous – I am pleased with my care – GB |
| I am extremely happy with everything. My carers are wonderful and I love them coming to see me, they always do anything I need. - DE |
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| **Rayleigh** |
| Our carer is amazing and having carers allows me to stay at home, giving my family peace of mind |
| Having carers in the morning takes the pressure off my husband and knows JT is clean and tidy each morning – JT |
| Having mum cared for at home, mum gets on well with all her carers they have a good relationship with her – MH |
| Seeing my carers makes me happy – Lisa is amazing – MC |
| It gives family reassurance knowing there dad is being checked on, Bryan is amazing with dad – KH |
| It is nice to see the carers it’s not a worry on my husband who is unwell – Also a reassurance for my family – TH |
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