**INTERNAL SUMMARY REPORT - Month – January 2025**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | 1 | 2 |  |  |  |  |  |  |
| Billericay |  |  |  |  |  |  |  |  |
| Laindon |  |  |  |  |  |  |  |  |
| Pitsea |  |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** | **1** | **2** |  |  |  |  |  |  |
| Canvey East | 2 | 2 |  |  |  |  |  |  |
| **Amber King** | **2** | **2** |  |  |  |  |  |  |
| Canvey West |  | 1 | 1 |  |  |  |  |  |
| **Tricia Conway** |  | **1** | **1** |  |  |  |  |  |
| Hadleigh | 2 |  |  |  |  |  |  |  |
| Thundersley | 1 | 2 |  |  |  |  |  |  |
| **Letwin Makasi** | **3** | **2** |  |  |  |  |  |  |
| Benfleet | 6 | 2 |  |  |  |  |  |  |
| **GemThompson** | **6** | **2** |  |  |  |  |  |  |
| Hockley | 1 |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh |  | 1 |  |  |  |  |  |  |
| **Rose Lewis** | **1** | **1** |  |  |  |  |  |  |
| **Company Totals** | **13** | **10** | **1** |  |  | **24** |  |  |
| **%** | **55%** | **42%** | **3%** |  |  |  |  |  |

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| **Canvey East** |
| Carers are friendly and have a laugh and a joke - MK |
| The carers are caring and make me feel at ease and are interested in how her day has been in general. Carers are very pleasant – SJ |
| GH is happy that the carers help him to get washed and dressed independently and the carers assist with lunch time meal - GH |
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| **Canvey West** |
| The carers look after me. - FD |
| The carers look after me and make sure I am good and safe - AOT |
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| **Rayliegh** |
| Daughter is happy with her mums care any problems or queries are sorted when brought to the ASL’s attention - ES |
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| **Rochford** |
| VJ enjoys seeing her carers gives peace of mind for the family to know she is safe and looked after well at home - VJ |
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| **Benfleet** |
| Carers have been helpful and we are grateful – WC |
| All carers are nice and kind – chat with me all the time and are patient with me and help with my needs – MM |
| The carers support my independence as I like doing things for myself – very patient with me – RW |
| The Carers support me and I am gaining confidence all are very chatty and smiley – DB |
| They are kind and tolerant, patient with me at all times and I appreciate my carers a lot – MW |
| They respect me – they chat with me and I feel like their ‘father’ – JR |
| The carers allow me to do what I can for myself and are pleasant and efficient – AS |
| The carers are loving and kind and help me with anything I need - CC |
| **Basildon** |
| I like my carers. I would like MH or a female on a morning more often as I prefer that they assist me with a shower as I am more comfortable – RB |
| All the ladies that visit me are nice. I wish they could come more – TP |
| We are very happy with the care and carers - BM |
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| **Hadleigh**  |
| Very helpful and patient with Norman and the girls handles him well as he can be difficult and I am very satisfied with what they do – NG |
| They make my meals and do what I ask them to do – all have a good chat with me – IP |
| Carers talk to me all the time they are cheerful, caring and help me get ready for the day – they also listen to my needs – AB |
| The carers assist me with my needs and make sure I am comfortable – they treat me with respect snf tslk with me – they help me do what I can for myself - JP |
| The carers do there job well – they talk to me throughout the call – very patient and supportive - KM |
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