**INTERNAL SUMMARY REPORT - Month – February 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 |  |  |  |  |  |  |  |
| Billericay | 1 |  |  |  |  |  |  |  |
| Laindon | 1 | 1 |  |  |  |  |  |  |
| Pitsea |  | 1 |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** | **3** | **2** |  |  |  |  |  |  |
| Canvey East |  | 2 |  |  |  |  |  |  |
| **Amber King** |  | **2** |  |  |  |  |  |  |
| Canvey West |  | 3 | 1 |  | 1 |  |  |  |
| **Tricia Conway** |  | **3** | **1** |  | **1** |  |  |  |
| Hadleigh | 2 |  |  |  |  |  |  |  |
| Thundersley | 1 |  | 3 |  |  |  |  |  |
| **Letwin Makasi** | **3** |  | **3** |  |  |  |  |  |
| Benfleet | 3 |  | 1 |  |  |  |  |  |
| **GemThompson** | **3** |  | **1** |  |  |  |  |  |
| Hockley |  |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  | 1 |  |  |  |  |  |  |
| Rayleigh | 1 |  |  |  |  |  |  |  |
| **Rose Lewis** |  |  |  |  |  |  |  |  |
| **Company Totals** | **10** | **8** | **5** |  | **1** | **22** |  |  |
| **%** | **41%** | **32%** | **23%** |  | **4%** | **100%** |  |  |

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| **Basildon** |
| * I want to stay as independent as possible, I forget things due to my dementia so please encourage me to do tasks and assist me. – GB |
| * I am very happy with my care, everyone is friendly and flexible. I feel supported in my care – DH |
| * I am happy with the care I get each day – MM |
| * Everyone is lovely I am very happy – Glad I get the same carers because they know me - GW |
| **Canvey West** |
| * Carers come regularly and on time most of the time – MW |
| * Carers are friendly and enjoy their chats - JL |
| * Having carers in the morning helps take the pressure off my wife with the morning routine - MC |
| **Canvey East** |
| * Some carers have a chat and make sure I’m safe and have everything I need - JB |
| * The carers are caring and they talk to me - the carers understand my needs – GB |
| **Benfleet** |
| * All the carers are kind to me – MM |
| * Carers chat to me and this makes me happy - JM |
| * The carers are supportive and let me do the things I can for myself - VF |
| **Hadleigh** |
| * Grateful for all what the carers do for me – they make sure I am comfortable in my chair and in my bed – GS |
| * The carers allow me to do what I can for myself and show patience – BA |
|  |
| **Thundersley** |
| * They do what I ask them to do with no complaints – all cheerful and chatty – GC |
| * The carers make sure I am comfortable and have what I need – CW |
| * I get along with everyone – they are patient and chatty – DT |
| * They support me with my needs – RJ |
| **Rayleigh** |
| * GJ is very happy with her carers, she enjoys seeing them and feels safe at home. Family are also happy - GJ |
| * HH said carer LM is amazing - HH |
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