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

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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 |  |  |  |  |  |  |  |  |
| Laindon |  |  |  |  |  |  |  |  |
| Pitsea |  |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** |  |  |  |  |  |  |  |  |
| Canvey East | 1 |  | 1 |  |  |  |  |  |
| **Nomsa Masotsha** | **1** |  | **1** |  |  |  |  |  |
| Canvey West | 1 | 1 | 2 |  |  |  |  |  |
| **Tricia Conway** | **1** | **1** | **2** |  |  |  |  |  |
| Hadleigh |  |  |  |  |  |  |  |  |
| Thundersley |  |  |  |  |  |  |  |  |
| **Letwin Makasi** |  |  |  |  |  |  |  |  |
| Benfleet | 2 | 3 |  |  |  |  |  |  |
| **GemThompson** | **2** | **3** |  |  |  |  |  |  |
| Hockley |  | 2 |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh | 1 | 1 |  |  |  |  |  |  |
| **Rose Lewis** |  |  |  |  |  |  |  |  |
| **Company Totals** |  |  |  |  |  |  |  |  |
| **%** |  |  |  |  |  |  |  |  |

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| **Canvey West** |
| * LH says her care is fine and she is happy with it – LH |
| * JL likes it when carers stop and have a chat with her – JL |
| * Some carers are good as they know me and what I like and need - JH |
| **Canvey East** |
| * The carers have been regular and understand how I am feeling and my needs – EC |
| * Having regular carers is appreciated, enjoys a chat - JJ |
| **Benfleet** |
| * The carers know exactly what to do and are patient and caring – they help RA carry out her care the way she likes it. |
| * The girls are brilliant with HM – she is taken care of and we are pleased – they encourage her to do what she can for herself – HM |
| * The carers are patient with me and I am satisfied that my carers are lovely and kind - EI |
| * The carers chat with me all the time, we have a laugh – they keep things in order as I like – MH |
| * My hair is being washed regularly – I am happy and familiar with my carers – HC is clean and very happy - HC |
| **Hadleigh** |
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| **Thundersley** |
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| **Rochford/Rayliegh** |
| * Sandra is amazing – I have just one call a week and she is the best – GW |
| * I enjoy the attention I get from my carers and appreciate the chats they give me – JA |
| * AB enjoys seeing her carers and it is peace of mind for her family knowing that people are checking in on her daily – AB |
| * Family are so grateful for all the care shown towards mum. If it wasn’t for them she would be in a care home - TD |