**INTERNAL SUMMARY REPORT - Month –November 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 | 1 | 2 |  |  |  |  |  |  |
| Billericay | 1 |  |  |  |  |  |  |  |
| Laindon | 3 |  |  |  |  |  |  |  |
| Pitsea |  |  |  |  |  |  |  |  |
| Vange | 2 |  |  |  |  |  |  |  |
| **Leanne Brown** | **7** | **2** |  |  |  | **9** |  |  |
| Canvey East |  | 1 |  |  |  |  |  |  |
| **Amber King** |  | **1** |  |  |  | **1** |  |  |
| Canvey West |  | 1 |  |  |  |  |  |  |
| **Tricia Conway** |  | **1** |  |  |  | **1** |  |  |
| Hadleigh | 2 | 3 |  |  |  |  |  |  |
| Thundersley | 1 | 1 |  |  |  |  |  |  |
| **Letwin Makasi** | **3** | **4** |  |  |  | **7** |  |  |
| Benfleet |  | 2 |  |  |  |  |  |  |
| **GemThompson** |  | **2** |  |  |  | **2** |  |  |
| Hockley |  |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  | 1 | 1 |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh | 2 | 3 | 1 |  |  |  |  |  |
| **Rose Lewis** | **2** | **3** | **2** |  |  | **7** |  |  |
| **Company Totals** | **12** | **13** | **2** |  |  | **27** |  |  |
| **%** | **44%** | **48%** | **8%** |  |  |  |  |  |

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| **Basildon** |
| I am pleased with the care I receive |
| My carers are very good. I like having regular visits from the same cares as it makes me feel more comfortable |
| My carers are great |
| The carers encourage me a lot |
| I am very happy with my cares and the company as a whole. I wouldn’t want any other company |
| All my cares are lovely and they are always good to me and my wife |
| My carers are all very good. I am very happy. |
|  |
| **Canvey West** |
| Very happy with the carers and what they do for me - PH |
|  |
| **Canvey East**  |
| I am always happy when the carers arrive - BJ |
|  |
| **Benfleet** |
| When my wife is anxious, the carers help to calm her down |
| All carers are loving and supportive |
|  |
| **Hadleigh**  |
| They are supportive and they are kind to my husband |
| They support my independence and allow me to do things I can for myself |
| The carers help me with my shopping before running out and they anticipate my needs |
| The carers are supportive and caring. They chat with her and keep her company |
| The girls are cheerful and polite |
| They look after me well and talk to me throughout the care visit |
|  |
| **Rochford** |
| Good company and without them I couldn’t be at home - GH |
| Seeing the carers helps me so I can stay at home - JB |
|  |
| **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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