**Establishment**:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **April** | **May** | **June** | **July** | **August** | **September** | **October** | **November** | **December** | **January** | **February** | **March** |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **Service Users**  Quality discussions with service users  Medication audits being completed and detailed  PCCP’s being reviewed  2 x specific monthly audits  Finances being audited.  Safeguarding’s  CQC.  Service users forums  Activities / holidays | | | | | | | | | | | |
| **Staffing**  Rotas / staffing levels  Issues raised by staff  Discussion with staff ( Topic of the month) | | | | | | | | | | | |
| **Building and Environment**  Cleanliness and decoration within the home Outside spaces – clear and tidy  Building maintenance issues/ concerns  Landlord / lease issues | | | | | | | | | | | |
| **Audits**  **Action plans this month**  **Common themes to share** | | | | | | | | | | | |
| **Comments, compliments and complaints** | | | | | | | | | | | |
| **Any other business** | | | | | | | | | | | |

Service Manager:

Date: