

Appendix 2

QUALITY MATRIX 2003- 2004

PROVIDER	BRANCH	MONITORING	QUALITY	CONTRACTUAL	MONTHLY	CONTRACT	TOTAL
		SCORES	QUESTIONNAIRE	COMPLIANCE	MONITORING	REPORT	WEIGHTED
		Apr02- March03	(QQ1) SCORES	REPORT SCORE	WEIGHTED SCORE	WEIGHTED SCORE	QUALITY SCORE
Abbots Care	Watford	995.5	3050	136	24.89	6.78	86.23
Murdock Care	Berkhamsted	998.4	3150	135	24.96	7.00	86.13
Sage Care	Welwyn G City	937.1	3350	136	23.43	7.44	85.44
Caring Hands Stevenage Ltd	Stevenage	1002	3900	125	25.05	8.67	83.87
Ainsworth	Abbots Langley	999.1	2950	130	24.98	6.56	83.69
Ace Homecare	Stevenage	925	2933	132	23.13	6.52	82.61
Ideal Care	Cheshunt	998.1	3600	119	24.95	8.00	80.70
Crossroads	Hertsmere	992	3350	120	24.80	7.44	80.39
Herts Care At Home	Ware	984.7	2850	123	24.62	6.33	80.30
Caring Company	Harpenden	984.1	3050	119	24.60	6.78	79.13
Herts Care At Home	St Albans	991.8	3017	118	24.80	6.70	78.85
Herts Care At Home	Hitchin	995.25	3300	116	24.88	7.33	78.76
Frasers	Stevenage	988.3	2650	119	24.71	5.89	78.34
Helpers Homecare	Letchworth	990.4	3150	112	24.76	7.00	76.70
Herts Care At Home	Apsley	968.8	2425	117	24.22	5.39	76.55
Chase Care	Cheshunt	941.8	3250	114	23.55	7.22	76.51
Ideal Care	Sawbridgeworth	977.7	2000	117	24.44	4.44	75.83
MPM	Welwyn G City	993.4	3650	106	24.84	8.11	75.48
BNA	Watford	982.8	3600	106	24.57	8.00	75.10
Carewatch	Hitchin	945.3	2250	113	23.63	5.00	73.97
Community Careline	Dacorum	976.1	2950	106	24.40	6.56	73.49
Blue Arrow	Harpenden	1000	2650	105	25.00	5.89	73.02
Hamlin	Hemel Hempstead	986.9	3350	99	24.67	7.44	71.84
BNA	Harlow	973.6	2525	101	24.34	5.61	70.48
BNA	St Albans	811.2	3000	108	20.28	6.67	70.28
Allied Healthcare (Harlow)	Harlow	855.5	1925	107	21.39	4.28	68.60
Westminster Homecare	Potters Bar	854.2	2650	100	21.36	5.89	67.37
Westminster Homecare	Watford	808.2	1800	107	20.21	4.00	67.14
Prestige	Hitchin	984.8	2850	90	24.62	6.33	67.06
Community Care (Welwyn)Ltd	Welwyn G City	932	3200	90	23.30	7.11	66.52
CareForce	Milton	50	2450	125	1.25	5.44	56.85
Carewatch	E Herts	52.6	2400	117	1.32	5.33	53.59

* The Leonard Cheshire Countywide contract is referred to on this matrix as "Herts Care At Home". Entries refer to each of their office bases.