

CQC compliance health check: internal audit summary

Look Ahead Care and Support | Tenant-facing publication draft | Final report issued 1 May 2026

What the audit examined

The independent internal audit examined how Look Ahead checks the quality of its regulated care and support services, monitors staff training, maintains residents' support and risk plans, and acts on its own service quality audits. Fieldwork began in June 2025, with additional work in August 2025. The final report was listed for the Audit & Risk Committee (ARC) on 21 May 2026.

Overall conclusion

The auditors gave **reasonable assurance for the design** of controls and **partial assurance for their operation**. Look Ahead had a structured programme of service quality audits aligned to the CQC framework and sought feedback from residents and staff. The auditors found weaknesses in completion of relevant training, consistency and currency of residents' support and risk plans, and the quality and timeliness of some service audit reports. There were **two high-priority and one low-priority recommendations**.

Findings and agreed response

Finding and priority	Agreed response and target date
Training - HIGH Across 17 services, overall completion was 91.2%, but several relevant courses had lower completion, including medication administration, Mental Capacity Act training and personal care. Management said some courses counted in the analysis were not required for every service.	Use updated training matrices for regulated services, monitor compliance locally and report quarterly through Safeguarding Panel to the Quality and Safety Committee. The report describes automatic reminders and manager access to live training data. Target date in the report: 30 April 2026.
Support and risk plans - HIGH Testing of 11 residents' records at seven services found inconsistent templates, missing information on lone working and fire risk, and overdue or insufficiently evidenced reviews.	Introduce consistent support and risk plan templates and monitoring through the new case-management system; link evacuation and fire risk information; refresh casework management and oversight. Target date: 1 October 2026.
Service quality audits - LOW In 49 of 76 cases, reports were not issued within the policy's stated three-week period. Some fields and reasons for areas marked not applicable were missing.	Set and monitor report deadlines, update the quality audit tools and guidance, and commission an external comparison with CQC inspection reports. The report describes monthly scheduling introduced from August 2025. Target date: 1 June 2026.

Progress and publication status

Target dates and management responses above are taken from the final report. **Completion has not been verified for this summary**. The audit findings reflect the period tested and are not a statement of current service performance.

About this version

This tenant-facing summary retains the assurance opinions, material findings and recommendations. Individual service names, staff names, resident-level examples, system details and administrative appendices are omitted where unnecessary to understand the findings. The unabridged report is Look Ahead's formal audit record; requests for further information should be assessed under its information access and withholding policy. This summary is Look Ahead's account of the audit, not a CQC inspection report or rating.