

# What we think about The Knole



## Easy read report summary

Please print each page on one side of paper



### Address:

23 Griffiths Avenue  
Cheltenham  
Gloucestershire  
GL51 7BE



### Telephone number:

01242526978



This service is a care home. 15 people  
can live here.

# About the Care Quality Commission



The **Care Quality Commission (CQC)** checks if every health and social care service gives good care to people.

We checked this service on **18 February 2021**

We visited this service to check how it was keeping people safe from infections that can make them ill.

# What this service was doing well to keep people safe from infections



The Knole made sure visitors did not catch and spread infection.



People who were most likely to get very ill from an infection were supported in different ways.



The Knole made sure there were enough staff to support people.



People were supported to keep occupied when they had to stay in their rooms because of infection.

# 1. Is the service safe?



People were kept safe from being infected by people visiting the service.



People were kept a safe distance from others when they needed to.



People arriving to use the service were supported to do this safely.



The service was using protective equipment, like gloves and face masks, in the right way.



People and staff were being tested to check if they had an illness.



The service was kept clean.

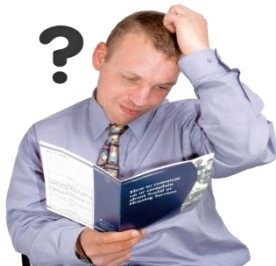


Staff were supported to help stop infections happening, with things like training.



The service's policy about keeping people safe from infections was up to date.

# How to contact CQC



If you would like a different version of this report, or you would like to tell us something, please contact us by:

Phone: **03000 61 61 61**

Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

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