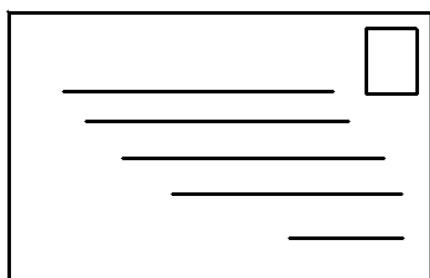


What we think about

The Knole

Easy read report



Address:

The Knole
23 Griffiths Avenue
Cheltenham
Gloucestershire
GL51 7BE

About the Care Quality Commission



We are an organisation called the Care Quality Commission (CQC).

Our job is to check if every care service is:

- **Safe**
- **Effective** (meaning it gives good results)
- **Caring**
- **Responsive** (meaning it meets people's needs)
- **Well-led** (meaning it is managed well).

We then give the service ratings (or scores) of:

- **Outstanding** (meaning really good)
- **Good**
- **Requires improvement** (meaning it needs to get better)
- **Inadequate** (meaning it is poor).

About this service



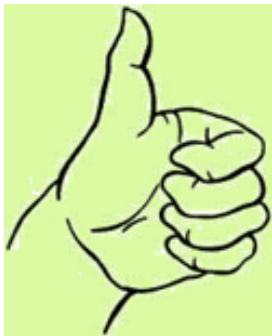
The Knole is a care home. When we visited there were 13 people living there.

We checked this service on:

21 & 28 August 2019



What we think about this service



Across all the areas we checked, we think this service is **good**

1. Is the service safe?



For the question, 'Is the service safe?', we think the service is **good**

Staff knew how to keep people safe from harm.

Staff knew how to give people their medicine safely.

2. Is the service effective?



For the question, 'Is the service effective?', we think the service is **good**



Staff are supported to learn and receive training.



Staff talked to doctors to make sure people got medical help when they needed it.

3. Is the service caring?



For the question, 'Is the service caring?', we think the service is **outstanding**

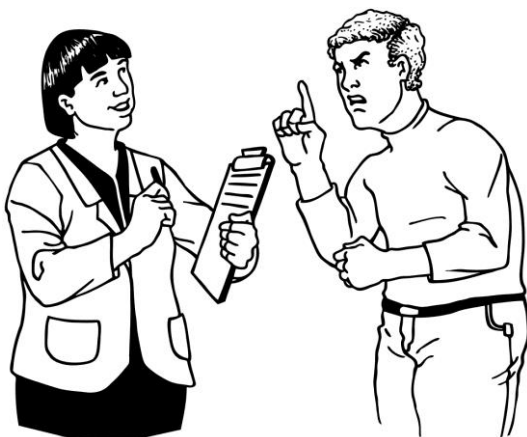


Staff gave people enough privacy.



People were treated with respect by staff.

4. Is the service responsive?



For the question, 'Is the service responsive?', we think the service is **good**

People were able to choose what activities they wanted to do.

People's concerns were listened to.

5. Is the service well-led?



For the question, 'Is the service well-led?', we think the service is **good**.



Staff had meetings to talk about how things at the service could improve.



Managers were available to talk to people using the service.

What happens next?



We have not asked this service to make any changes, but we will go back to check this again in the future.

Getting in contact with us



If you would like this report in another format or language, or you would like to tell us something, you can contact us at:

Phone: **03000 61 61 61**

Email: **enquiries@cqc.org.uk**