

## Annual service review

Name of Service:	The Knowles
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The quality rating for this care home is:	two star good service							
The rating was made on:	2	2	1	0	2	0	0	8

A quality rating is our assessment of how well a care home, agency or scheme is meeting the needs of the people who use it. We give a quality rating following a full review of the service. We call this review a 'key' inspection

We do an annual service review when there has been no key inspection of the service in the last 12 months. It does not involve a visit to the service but is a summary of new information given to us, or collected by us, since the last key inspection or annual service review.

Has this annual service review changed our opinion of the service?	Yes
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You should **read the last key inspection report for this service** to get a full picture of how well outcomes for the people using the service are being met.

The date by which we will do a key inspection:									
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Name of inspector:	Date of this annual service review:							
Michelle McCarthy	1	0	0	3	2	0	1	0

## Information about the service

Address of service:	6 Duggins Lane Tile Hill Coventry West Midlands CV4 9GN
Telephone number:	02476460148
Fax number:	02476464386
Email address:	
Provider web address:	

Name of registered provider(s):	Knowles Care Home Ltd
Name of registered manager (if applicable)	

Conditions of registration:		
Category(ies) :	Number of places (if applicable):	
	Under 65	Over 65
old age, not falling within any other category	0	38

Conditions of registration:
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The maximum number of service users who can be accommodated is: 38
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The registered person may provide the following category of service only: Care Home Only (Code PC); To service users of the following gender: Either; Whose primary care needs on admission to the home are within the following categories: Old age, not falling within any other category (OP) 38
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Have there been any changes in the ownership, management or the service's registration details in the last 12 months?	Yes
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If yes, what have they been:	The registered manager's post has been vacant since December 2008.  A change of responsible individual was registered with us in September 2009.
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Date of last key inspection:	2	2	1	0	2	0	0	8
Date of last annual service review (if applicable):								

## Brief description of the service

The Knowles is a residential home for 38 older people. The Home is located in a quiet residential area of the Tile Hill village area of Coventry, situated close to and within easy reach of a small range of local shops, leisure centre, public house, bank, bus route and railway station.

The home has recently been extended and refurbished to provide extra 10 bedrooms and an extra shower room and more toilets. The accommodation is spread over two floors and includes 36 single bedrooms, one double bedroom, two lounge areas, and one dining room, 12 toilets, one assisted bathroom, two accessible shower rooms and one bath.

The home has parking to the front and grounds for recreation and seating to the front and side.

People at the home pay for additional personal items, such as hairdressing, private chiropody, toiletries, newspapers, leisure costs. People are charged per hour where they need escorts to appointments that cannot be supported by relatives or advocates.

## **Service update since the last key inspection or annual service review:**

What did we do for this annual service review?

We looked at all the information that we have received, or asked for, since the last key inspection or annual service review.

This included:

The annual quality assurance assessment (AQAA) that was sent to us by the service. The AQAA is a self-assessment that focuses on how well outcomes are being met for people using the service. It also gave us some numerical information about the service.

Information we have about how the service has managed any complaints.

What the service has told us about things that have happened in the service, these are called 'notifications' and are a legal requirement.

The previous key inspection and the results of any other visits that we have made to the service in the last 12 months.

Relevant information from other organisations.

What other people have told us about the service.

What has this told us about the service?

The home sent us their annual quality assurance assessment (AQAA) when we asked for it. It was clear and gave us the information we asked for.

Survey forms were returned by 10 people who use the service. Two people completed their own form, staff assisted the other 8 people by completing the form with their comments. People told us they were happy with the service. Their comments included,

'They look after us well.'

'The staff are good.'

We received four surveys from staff who told us they felt supported to deliver a good service to the people living in the home.

There have been several changes in management of the home in the last 12 months. The registered manager left their post in December 2008. The deputy manager was appointed to the manager's post although she did not apply to us for registration. The provider notified us that the manager resigned on 1st December 2009. We have not been told what arrangements have been made for the management of the home.

Information provided in the AQAA told us there have been several safeguarding investigations since our last key inspection. The home has not told us about these, so we do not know if the service took appropriate action to make sure people are safe.

We have concerns about how the home is being managed and how this is affecting outcomes for people living there.

What are we going to do as a result of this annual service review?

We will do a random inspection by 30th June 2010 to look at the issues raised in this review. This inspection could mean that we will bring our next key inspection forward.

## Reader Information

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