

Random inspection report

Care homes for older people

Name:	The Knowles
Address:	6 Duggins Lane Tile Hill Coventry West Midlands CV4 9GN

The quality rating for this care home is:	two star good service
The rating was made on:	22/10/2008

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.

This is a report of a **random inspection** of this care home. A random inspection is a short, focussed review of the service. Details of how to get other inspection reports for this care home, including the last key inspection report, can be found on the last page of this report.

Lead inspector:	Date:							
Michelle McCarthy	2	5	0	6	2	0	1	0

Information about the care home

Name of care home:	The Knowles
Address:	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)	
Type of registration:	care home
Number of places registered:	38

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:									
The maximum number of service users who can be accommodated is: 38									
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									
Date of last inspection	2	2	1	0	2	0	0	8	
Brief description of the care home									
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									

Brief description of the care home

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.

What we found:

Our last key inspection in October 2008 found that people using the service experience good outcomes.

We undertook an Annual Service Review (ASR) in March 2010 that alerted us to concerns relating to the management structure of the home and the way that safeguarding concerns are managed.

This was a planned inspection under the Care Standards Act 2000. We focussed on the concerns raised in the ASR.

We visited the agency's office on Friday 25th June 2010. This was an unannounced inspection so staff were not expecting us.

The operations manager (the 'responsible individual') for the service was present in the home on our arrival.

We looked at the management arrangements for the home.

There have been several changes in management of the home in the last 18 months. The registered manager left their post in December 2008. There have been several arrangements for the management of the service since December 2008. In response to our ASR, the provider told us:

The Adept Care Group Home Services Director covered as Manager between December 2008 and April 2009.

The home's deputy manager was appointed to the post of manager between April 2009 and December 2009 but left due to an unsuccessful probationary period.

A manager from another of the organisations' care homes in Coventry provided management cover between December 2009 and March 2010.

A new manager commenced employment in April 2010 and was present during this inspection visit. The new manager is a registered nurse and is experienced in the care of older people. She told us she was currently undertaking a three month induction period. During this time, the operations manager is overseeing the day to day management of the home and is knowledgeable about the care needs of people using the service and the skills of staff.

We have not received an application to register a manager for this service. It is an offence under the Care Standards Act to manage a registered service without being registered with us. The manager must apply to us for registration in order to comply with legislation.

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

In response to our ASR, the provider sent us a report about the most recent safeguarding incidents, which indicates that the service has been responding appropriately to safeguard people.

We looked at the records of regulation 37 notifications which demonstrate that we have been told about events and incidents in the home since the ASR.

We looked at the home's policy for safeguarding vulnerable adults, which gives staff direction in how to respond to suspicion, allegations or incidence of abuse. Training records show that most staff have received training in recognising and responding to signs of abuse.

It was evident from discussion with the manager and operation manager that they are aware of their role and responsibilities in safeguarding.

People living in the home can be confident there are systems in place to safeguard them from harm or abuse.

What the care home does well:

People living in the home can be confident there are systems in place to safeguard them from harm or abuse.

What they could do better:

There has not been a stable management structure in place in the home for 18 months although the day to day management of the home has been overseen by the organisation's operations manager.

If you want to know what action the person responsible for this care home is taking following this report, you can contact them using the details set out on page 2.

Are there any outstanding requirements from the last inspection?

Yes

No

Outstanding statutory requirements

These are requirements that were set at the previous inspection, but have still not been met. They say what the registered person had to do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards.

No.	Standard	Regulation	Requirement	Timescale for action

Requirements and recommendations from this inspection:

Immediate requirements:

These are immediate requirements that were set on the day we visited this care home. The registered person had to meet these within 48 hours.

No.	Standard	Regulation	Requirement	Timescale for action

Statutory requirements

These requirements set out what the registered person must do to meet the Care Standards Act 2000, Regulations 2001 and the National Minimum Standards. The registered person(s) must do this within the timescales we have set.

No.	Standard	Regulation	Requirement	Timescale for action
1	31	10	The manager must apply to us for registration. This is to make sure there is a fit person managing the home from day to day in the best interests of people using the service and to comply with the Care Standards Act 2000.	31/08/2010

Recommendations

These recommendations are taken from the best practice described in the National Minimum Standards and the registered person(s) should consider them as a way of improving their service.

No	Refer to Standard	Good Practice Recommendations

Reader Information

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Further copies from:	0870 240 7535 (telephone order line)

Our duty to regulate social care services is set out in the Care Standards Act 2000. Copies of the National Minimum Standards –Care Homes for Older People can be found at www.dh.gov.uk or got from The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering from the Stationery Office is also available: www.tso.co.uk/bookshop

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