

Statement of Purpose

1. **Provider:** Knellwood Residential and Nursing Care Home
Address: 83 Canterbury Road, Farnborough, GU14 6QN
Phone: 01252 542169
email: enquiries@knellwood.co.uk

Type of Organisation

Knellwood is a private care home which is registered with the Care Quality Commission (CQC) to provide residential and nursing care for older adults. It was opened in 1947 as Farnborough's War Memorial to those who died in World War 2.

Knellwood is owned by The Farnborough (War Memorial) Housing Society Ltd. It was set up and registered under the Industrial and Provident Societies Act in 1947. This Act has now been replaced by Community Benefit Societies Act 2014 and the Farnborough (War Memorial) Housing Society Ltd is registered with the Finance Conduct Authority. The Society does not trade for profit and is a charity exempt from registration. Full rules of the Society are available from The Company Secretary, Steve Milner, on request.

Knellwood is run by the Board of Trustees of the Farnborough (War Memorial) Housing Society Ltd. The General Manager and his team provide day-to-day management of the care home.

2. **Aims & Objectives**

Aims

We aim to provide individual person-centred care in a friendly, safe environment that respects residents' rights to privacy, dignity and personal choice. Residents and their families are encouraged to participate fully in the development of their Care Plans.

All those working in Knellwood will respect and care for residents equally, regardless of their religion, culture, ethnicity, gender, sexual orientation, political affiliation, marital status and disabilities. We aim to comply with, and where possible exceed, CQC regulatory requirements to provide an environment for residents, which is always:

- Safe
- Caring
- Effective
- Responsive
- Well led

Objectives

In order to achieve these aims, Knellwood:

- Monitors the quality of care provided and checks that there is full compliance with regulatory bodies. We use the following methods to ensure the best quality standards are being met:
 - Reviewing feedback from trustees, management and care staff, residents, their relatives and visitors, and other local stakeholders on their experience of our care;
 - Monitoring key performance measures for safe and effective care;
 - Regular auditing of clinical, care and environmental standards;
 - Learning from incidents and adverse events to constantly improve all aspects of care and the environment.
- Provides safe staffing levels at all times through:
 - Regular awareness of the needs and level of dependency of the residents;
 - A safe recruitment process, plus good terms and conditions for our staff;
 - Regular supervision and appraisal of staff to ensure that they consistently deliver safe, competent, high quality care;
 - Continuous staff training to ensure high standards of care are maintained in line with current professional and national guidance, practice and requirements.
- Maintains and develops the buildings and grounds in ways appropriate to the changing needs and expectations of residential and nursing care, taking account of changes in Health and Safety Regulations and other appropriate legislation.

3. Values and Charitable Objects

Values

Knellwood's core values of integrity, trust, kindness, dignity, compassion and respect are evident throughout all our services, so:

- We pursue excellence;
- We care about the well-being of everyone in our organisation;
- We make a difference in our community;
- We respect and listen to people;
- We strive for continuous improvement;
- We lead by example;
- We learn from our mistakes;
- We strive to be honest, transparent, fair and ethical in everything we do.

Charitable Objects

- To promote our residents' right to dignity, independence, empowerment, choice and safety;
- To promote effective communication and relationships;
- To maintain confidentiality of information;
- To respect diversity.

4. Description of the Premises

Knellwood was originally a large Victorian country house which has been enlarged by the addition of two wings. The building is set in a delightful garden with several acres of lawn and woodland.

The reception area, entrance hall, nursing reception and nursing hub area have been recently refurbished. Care is provided in 52 rooms, all of which have en-suite facilities. Large well-equipped bathrooms are available for those who need help with bathing.

The accommodation extends over 3 floors with 3 lifts providing access to the 2 upper floors. There is a stair lift on the main staircase. We have on-site kitchen and laundry facilities, 2 lounges, 2 dining rooms and a large conservatory, which is mainly used as an activities room. There is a parking area at the front and side of the building.

5. Service Given

Knellwood provides long term and respite residential care for older adults in need of personal and nursing care. This includes dementia and palliative care.

Two dedicated Activities Coordinators organise a full programme of activities for residents, including craft, exercise and musical afternoons, as well as trips out to the local area. Family members and friends are encouraged to take part whenever they wish.

The home is open to the local community; for example, the local U3A offers classes in the home that residents are welcome to attend.

Hairdressing, chiropody and other services are provided for a small fee.

Healthy food is cooked on the premises. The menus for each meal are varied and cater for all food preferences, religious requirements and food intolerances, allergies and health-related dietary needs. Meal times are flexible and meals can be provided in the resident's room when required. Drinks are constantly available. Family members are encouraged to help themselves to drinks and refreshments and share meals with their loved ones.

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