

Statement of Purpose

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

Organisation:

Knellwood is a private care home which is registered with the Care Quality Commission (CQC) to provide residential and nursing care for up to 52 senior residents. 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 ('the Society'). It was set up and registered under the Industrial and Provident Societies Act in 1947, which was superseded by the Community Benefit Societies Act 2014.

The Society is registered with the Financial Conduct Authority. It does not trade for profit and is a charity exempt from registration. Full rules of the Society are available from The Company Secretary on request.

Knellwood is run by a Board of Trustees. The General Manager and his team provide day-to-day management.

Vision:

To be the best care home in the country.

Values:

- Caring for everyone;
- Striving for continuous improvement;
- Working honestly, transparently and ethically.

(The Vision and Values are displayed in Reception.)

Aims:

- To provide individual person-centred care in a friendly, safe environment that respects residents' rights to privacy, dignity, independence and personal choice;
- To respect diversity and care for residents equally, regardless of their religion, culture, ethnicity, gender, sexual orientation, political affiliation, marital status and disabilities;
- To promote effective communication and relationships;
- To comply with, and where possible exceed, CQC regulatory requirements to provide an environment for residents, which is always safe, caring, effective, responsive and well-led;
- To maintain confidentiality of information and conform to GDPR standards.

Objectives:

In order to achieve these aims, Knellwood's objectives are:

- To monitor the quality of care provided, and check for full compliance with regulatory bodies by:
 - 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.
- To provide safe staffing levels at all times through:
 - Regular awareness of the needs of the residents;
 - An effective recruitment process, plus good terms and conditions for our staff;
 - Continuous training, regular supervision and appraisal of staff to ensure that they consistently deliver safe, competent, high-quality care in line with current professional and national requirements.
- To maintain and develop 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.

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 delightful grounds with several acres of lawn and woodland.

Care is provided in 51 rooms, (two of which can accommodate 2 residents). All have en-suite facilities. Large well-equipped bathrooms are available for those who need help with bathing or showering.

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 side of the building.

Service Given:

Knellwood provides long term and respite residential and nursing care for adults over the age of 65. 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 a 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.

General Manager: Mr Krishnan Gnanasekaran

email: generalmanager@knellwood.co.uk