

# Astra Homes Limited

# Pinfold Home

## Inspection report

33-37 Pinfold Road  
Streatham  
London  
SW16 2SL

Tel: 02087697869  
Website: [www.astrahomes.co.uk](http://www.astrahomes.co.uk)

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## Ratings

Overall rating for this service

Requires Improvement 

Is the service safe?

Good 

Is the service well-led?

Good 

# Summary of findings

## Overall summary

### About the service

Pinfold Care Home is a residential care home providing personal care and support to 23 people living with mental health care needs at the time of our inspection.

### People's experience of using this service

Feedback we received from people about the service was positive. Each person said they felt safe living there and that the service had made sure they were protected from infection during the Covid19 outbreak. One person said, "I love it here. The management has been great. They kept it out (Covid19)." Another person told us, "Yes I feel safe here. I'd like to thank them, they support me very well." A third person commented, "It's all cool. No problems."

People using the service and staff spoke positively about the registered manager and felt the service had continued to improve under their leadership.

The service was safe. At our last inspection in February 2019, we found the provider had failed to ensure people's medicines were safely managed in a way to fully make sure that people received the right medicines at the right time. At this inspection we found the provider had made improvements to ensure people received their prescribed medicines safely. New electronic systems had been put in place to record the administration of medicines. Photographs of people using the service were kept on record, quantities of medicines monitored and records checked.

The care home was kept clean and staff followed relevant national guidelines regarding infection control. There were sufficiently robust systems in place to assess and respond to risks regarding infection prevention and control, including those associated with Covid-19. Improvements had also been made to make sure any other risks to people's health and safety were assessed and managed.

The service was well-led. At our last inspection we found the provider had failed to ensure their established governance systems to monitor the safety and quality of the service people received were not always operated effectively. At this inspection we found the service had improved the way they operated their oversight and scrutiny arrangements. Electronic recording systems had been put in place and these allowed the provider to monitor records remotely.

The service worked well in partnership with other mental health and social care professionals and agencies to plan and deliver positive outcomes for people. Written feedback was positive from professionals involved with the service. One professional told us, "The quality of care and support offered by Pinfold Home is excellent. Client centred care is given by staff and they are very pro-active to signpost any issues." Another professional commented, "My professional opinion is that Pinfold provide a good service to their residents and are caring and professional." One relative told us that the service was clean and the staff courteous but they felt that the service could more actively involve them in the persons care.

For more details, please see the full report which is on the CQC website at [www.cqc.org.uk](http://www.cqc.org.uk)

#### Rating at the last inspection

We carried out an unannounced comprehensive inspection of this service on 20 February 2019. Two breaches of legal requirements were found. The provider completed an action plan following our last inspection stating what they would do and by when to improve the way they managed medicines and operated their governance systems.

#### Why we inspected

We undertook this focused inspection to check they had followed the action plan they sent us and to confirm they now met legal requirements. This report only covers our findings in relation to the Key Questions; Is the service Safe and is the service Well-led?

The ratings from the previous comprehensive inspection for those key questions not looked at on this occasion were used in calculating the overall rating at this inspection. The overall rating for the service therefore remains unchanged as requires improvement, despite improved ratings of good for both the two Key Questions we looked at this time. The overall rating is based on the findings of this and the service's previous inspection.

#### Follow up

We will continue to monitor information we receive about the service.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Pinfold Care Home on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has improved to good. This meant people were now safe and protected from avoidable harm.

### Is the service well-led?

Good ●

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated as requires improvement. At this inspection this key question has improved to good. This meant the service was now consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

# Pinfold Home

## Detailed findings

### Background to this inspection

#### The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Care Act 2014.

#### Inspection team

The inspection was carried out by one inspector. Our site visit took place on 17 September 2020.

#### Service and service type

Pinfold Home is a 'care home'. People in care homes receive accommodation and personal care as single package under one contractual agreement. CQC regulates both the premises and the care provided, and both were looked at during this inspection.

The service had a manager registered with the CQC. This means that they and the provider were legally responsible for how the service is run and for the quality and safety of the care provided.

#### Notice of inspection

We gave the service 24 hours' notice of the inspection. This was to help ensure safety during the Covid -19 pandemic.

#### What we did

Before this inspection, we reviewed all the information we had received about the service since their last inspection. This included any statutory notifications the provider was required to send us.

The provider had completed a Provider Information Return. This is information we require providers to send us to give some key information about the service, what the service does well and improvements they plan to make. We took this into account when we inspected the service and made the judgements in this report.

During our visit we spoke with 11 people about their experiences of the care and support they received at

Pinfold Home. We also spoke with the service's registered manager, three care staff and a visiting organisational manager. We looked at two people's care files, medicines records and a range of other documents relating to the care people received. We received written feedback from five involved care professionals following our inspection visit and one relative.

# Is the service safe?

## Our findings

### Assessing risk, safety monitoring and management

- At our last inspection, we found that assessments were not always sufficiently undertaken to fully assess each area of people's individual needs and mitigate any potential areas of risk.
- At this inspection improvements had been made to make sure any risks to people's health and safety were assessed and managed. A range of risk assessments were in place which covered areas such as diabetes and risks to individual safety. These were clear and up to date with the associated care plans giving staff guidance on how to support people safely.
- Regular checks were undertaken on the fire alarm system and firefighting equipment in the service. Other health and safety checks were taking place as required. Any incidents and accidents were recorded and reviewed by the registered manager.

### Using medicines safely

- At our last inspection we found that people's medicines were not being safely managed to ensure that people received their medicines as prescribed.
- We reviewed people's medicines records and saw that they contained a photograph of the person, details of any allergies, diagnosis and healthcare professional contact details.
- Where people received PRN ('as required') medicines, suitable written protocols were now in place to guide staff as to when people may need to take these medicines, and the symptoms they may present with. We discussed how to fully integrate the PRN guidance for each medicine in the new electronic administration system with an organisational manager during our visit and they confirmed they would look to make further improvements.
- Records to confirm people had received their medicines were being consistently recorded on the medicines administration record (MAR). Stock balance checks were completed regularly.
- Staff were receiving practical training to administer medicines correctly using the new electronic system. Two staff administered medicines whilst being observed by senior staff members during our inspection visit.
- People we spoke with said they received their medicines at the correct time and we observed staff confirming with them which medicines they were taking.
- People's medicines were securely stored in a locked room, with regular temperature checks taken to ensure they were stored correctly.

### Preventing and controlling infection

- As part of our on-going monitoring of the service the registered manager provided us with a range of information about how the service managed the risks related to the COVID-19 pandemic. Enhanced cleaning procedures were in place and the registered provider had followed the national testing programme.
- Staff had received updated training on infection control and using personal protective equipment (PPE) in line with current government guidance. During our visit we saw staff following this guidance.
- Information was available to people about how to stay safe during the pandemic and general good hygiene practice. Disposable masks were provided to people when they went out in to the community. The home was clean and free from any malodours.
- People using the service were especially positive about how the manager and staff had been supporting

them through the COVID -19 pandemic. There had been no outbreaks to date at the service with one person commenting, "They kept it out."

#### Staffing and recruitment; Learning lessons when things go wrong

- People received safe care and support from adequate numbers of staff. We saw staff were available when people needed them. All the people we spoke with said Pinfold Home was adequately staffed and they felt safe living there. Comments included, "I'd like to thank them", "They're ok" and "I'm fine. It's all fine."
- Throughout our inspection we observed people engaging positively with each other, the registered manager and staff on duty at the time.
- Three staff told us they had no concerns about the service provided and confirmed they had access to the support they required from managers and through the supervision and training programme.

#### Systems and processes to safeguard people from the risk of abuse

- People using the service were supported to keep safe and to raise concerns if abuse occurred. One person told us, "They treat me nice. No problems." Another person said, "They treat me very well."
- The provider had effective safeguarding policies and procedures in place. One reported incident had been investigated and appropriate action taken to keep people safe.
- Staff had completed safeguarding adults training and knew how to recognise abuse and respond to it.

# Is the service well-led?

## Our findings

At the last inspection this key question was rated as requires improvement. At this inspection this key question has improved to good. This meant the service was now consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Planning and promoting person-centred, high-quality care and support; and how the provider understands and acts on duty of candour responsibility

- Quality assurance systems had been improved to help ensure the quality of care delivery at the service was continually monitored and improved. Regular medicines audits had been completed and a new electronic system introduced to more effectively monitor the administration of medicines. Hot water temperature checks were being undertaken.
- The registered manager was being supported by another organisational manager to implement new electronic records within the service. They were supporting staff with the new medicines administration system on the day we visited.
- The service's last CQC inspection report and ratings were clearly displayed in the care home and were easy to access on the provider's website. The display of the ratings is a legal requirement, to inform people of our judgments.
- The registered manager communicated a clear vision and person-centred culture which they shared with the staff team. People using the service told us they liked living at Pinfold Home and felt well supported there.
- The registered manager was aware of their responsibilities under the Duty of Candour. The Duty of Candour is a regulation that all providers must adhere to. Under the Duty of Candour, providers must be open and transparent, and it sets out specific guidelines providers must follow if things go wrong with care and treatment.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics

- The provider engaged and involved people using the service, their relatives and staff in the running of the service. People told us the registered manager was approachable and felt able to express their views about the service they received at Pinfold Home. One person commented, "I can speak one to one with the manager." People were especially positive about how the registered manager and staff had been supporting them through the COVID -19 pandemic.
- Records showed people had regular opportunities to express their views to managers and staff during day-to-day contact and formal meetings. We observed relaxed and positive interactions between people and staff throughout our visit.
- Staff told us they were well supported by the registered manager and the organisation. They had regular opportunities to access informal and formal supervision and to review their learning and development needs. Staff meetings were also held so staff could share their views.

Working in partnership with others

- The service worked in close partnership with various external agencies, including local authorities and

commissioning mental health teams. One external professional told us, "Pinfold Home communication is very effective and good documentation in place. I have one client who moved to Pinfold Home, my team can't believe the progress of that client in a very short period of time. This is due to the hard work of the team at Pinfold." Another professional commented, "My professional opinion is that Pinfold provide a good service to their residents and are caring and professional."

- One relative told us that the service was clean and the staff courteous but they felt that the service could more actively involve them in the persons care.