



**Jersey Care
Commission**

Summary Report

Pine Ridge

Care Home Service

**West Hill
St Helier
JE2 3HB**

25 May 2022

SUMMARY OF INSPECTION FINDINGS

The following is a summary of what we found during this inspection. Further information about our findings is contained in the main body of this report.

The home was found to be comfortable, clean, well maintained, furnished, and decorated in a homely style. There were lots of photographs and possessions and items to make the home personal to the care receivers who make use of it. The layout and design of the home allows both care receivers to enjoy a variety of settings as observed during the inspection. The home was well equipped to meet their specific needs and bedrooms are made as domestic and homely in appearance as possible. Relatives have been involved in choosing the décor, layout and furnishing of the home.

Both care receivers are supported to engage in meaningful activities during their respite stays in the home. Throughout the inspection care receivers appeared comfortable and relaxed in the company of staff and it was evident that staff had a comprehensive understanding and knowledge of their needs and preferences. There are stable staffing arrangements in place and some staff have worked with the individuals for several years.

Feedback from a family member was very positive about the atmosphere in the home and how the staff team support their relatives. They described having confidence with the staff and felt that they could discuss any issues directly with them. The staff team highlighted that an important aspect of their role is to communicate effectively with family members and involve them as much as possible to ensure respite experiences are positive. Care records are personalised and detailed to ensure that care and support is delivered in accordance with assessed needs and relatives' preferences.

There is one area for improvement relating to fire safety evacuation practices resulting from this inspection, to which the Interim Manager acknowledged and agreed to address immediately.

IMPROVEMENT PLAN

There was one area for improvement identified during this inspection. The table below is the registered provider's response to the inspection findings.

Area for Improvement 1	All staff must be provided with fire safety drills that meet the requirements set by the Fire and Rescue Service.
Ref: Standard 4.2	
To be completed by: with immediate effect	Response by registered provider: Lee Bridges (Health and Safety training and compliance Officer), delivered Fire Safety drill in line with the fire and rescue department on the 17 th June, 13 staff attended and moving forward Kerry Sullivan has been designated as fire warden, who will continue to adhere to fire procedures in line with the organisation policies.

The full report can be accessed from [here](#).