



**Jersey Care
Commission**

Summary Report

Pine Ridge

Care Home Service

**West Hill
St Helier
JE2 3HB**

13 June and 6 July 2023

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.

Overall, the findings of this inspection were positive. The service demonstrated the delivery of a bespoke respite service which meets the holistic needs of the care receivers. Family members felt re-assured that their relatives are being cared for in a safe environment by an experienced, motivated and dedicated team.

The home is maintained to a high standard and presented in a way that reflects care receivers' personalities. Attention has also been paid to ensuring that there is a domestic feel to the home while ensuring that facilities and equipment facilitate the delivery of nursing care.

It was noted that there were no clearly defined maintenance schedules for the home, preventing the Registered Manager from fulfilling their health and safety responsibilities, which was highlighted as an area of concern.

Staff were found to be professional in their approach, demonstrating a high level of skill in providing person-centred care, which took account of the unique communication styles of the care receivers. All staff were eager to contribute to the feedback process and spoke enthusiastically about their work and the relationships they have built with care receivers and family members.

The home is well managed, with evidence of a strong managerial presence by the Registered Manager and clear lines of communication within the staff team. Staff have many opportunities to discuss issues and concerns during their working day; however, inconsistencies were noted in the provision of formalised supervision sessions for staff which did not meet the requirements of Standard 3.14 of the Care Home Standards.

There was a strong focus on delivering high standards of nursing care, which complimented the promotion of social opportunities for care receivers based on their wishes and preferences. Nursing and care staff work well together to ensure that all aspects of well-being are fully met.

There were two areas for improvement identified as a result of this inspection.

IMPROVEMENT PLAN

There were two areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p>Area for Improvement 1</p> <p>Ref: Standard 3.14</p> <p>To be completed by: 3 months from the date of inspection (6 July 2023).</p>	<p>The Registered Manager must ensure that all staff are given regular opportunities to discuss their role through formal supervision sessions. Frequency of sessions must adhere to the requirements of the Care Home Standards.</p>
	<p>Response of Registered Provider:</p> <p>We have successfully implemented supervision schedules on the Outlook calendar with regular reoccurrence. Since their introduction, all staff members have participated in and benefited from regular supervision sessions as per the Care Home Standards. Records of these supervision sessions are being retained in each staff member's personal file.</p>
<p>Area for Improvement 2</p> <p>Ref: Standard 4.6</p> <p>To be completed by: 3 months from the date of inspection (6 July 2023).</p>	<p>Maintenance schedules and logs must be available at all times within the home in order that the Registered Manager / person in charge receives the relevant information to fulfil their health and safety responsibilities. Any such schedules must identify who is responsible specific tasks.</p>
	<p>Response of Registered Provider:</p> <p>We now have a service level agreement between Andium and Government of Jersey that covers Pineridge in terms of maintenance. This is currently being reviewed to ensure that all parties are aware of their responsibilities. This will support us to ensure all checks and schedules are identified to ensure Health and Safety within the house.</p>

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