



**Jersey Care
Commission**

Summary Report

Pinewood

Care Home Service

**Le Mont Millais
St Helier
JE2 4RW**

**Dates of inspection
26 and 28 February 2024**

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 inspection revealed several areas of concern regarding the repair and maintenance of the care home. These relate to roof, lift and light repairs, and décor. The Registered provider has been instructed to provide a detailed schedule for undertaking the required repairs and decoration.

Care home staff were observed as responding effectively to the care receivers' needs. There was evidence that matters necessitating notification to the Commission were being handled appropriately and addressed promptly. The Regulation Officer was satisfied that staff had been responsive to the issues related to medication management.

Observation, review of records, and feedback demonstrated a caring and supportive staff team. All care receivers who provided feedback spoke highly of the staffs' caring attitude. Staff were described as kind and friendly. Care delivery was person-centred. All staff the Regulation Officer spoke with highlighted that ensuring care receivers are well cared for was their priority.

Initial assessments were holistic and enabled the development of relevant care plans. Daily notes aligned with care plans and risk assessments were present. There was clear evidence the team knew when to refer for input from other professionals and agencies in various situations.

There has been recruitment into various roles, and recruitment practices were found to be safe. All staff spoke of a positive culture where the team supports one another. However, formal support through staff supervision remains an area of improvement.

There are four areas for improvement, as a result of this inspection.

IMPROVEMENT PLAN

There were four 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: Regulation 18 1 (a)</p> <p>To be completed by: 31 May 2024, 3 months from the date of inspection.</p>	<p>The Registered Provider must ensure that the lift is fit for purpose, and properly and regularly maintained.</p> <hr/> <p>Response of Registered Provider:</p> <p>Orders have been placed to replace the lift (12-14 week lead time) and in the intervening period, a temporary stair lift has been installed with Technicare (Jersey based Contractor).</p> <p>Maintenance contracts are already in place with Technicare.</p>
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<p>Area for Improvement 2</p> <p>Ref: Regulation 18 2 (c) (e)</p> <p>To be completed by: 30 September 2024, 7 months from the date of inspection.</p>	<p>The Registered Provider must ensure that the premises are of sound construction and kept in a good state of repair externally and internally and must be decorated and maintained to a standard appropriate for the regulated activity.</p>
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	<p>Response of Registered Provider:</p> <p>Decorating works have commenced in the dining room and is being delivered using the home's maintenance team with additional flooring replacement as appropriate (anticipated that most of this work will be completed during the summer months to minimise the impact of the smell of decoration- windows can be left open longer to allow the fumes to dissipate. Once this has been completed, maintenance will move through the home updating décor as and when possible.</p> <p>Quotes have been obtained from local Jersey contractors to replace the dining room and kitchen flooring- the kitchen has already been completed since the inspection.</p>
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<p>Area for Improvement 3</p> <p>Ref: Standard 3.14</p> <p>To be completed by: 31 May 2024, 3 months from the date of inspection.</p>	<p>The Registered Manager must ensure staff supervision is carried out at least four times a year and records of supervision retained within personnel files.</p>
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	<p>Response of Registered Provider:</p> <p>Supervisions are already on track for 2024. We understand the importance of supervision for all members of staff and will ensure we continue to provide this as per our policy for year going forward.</p>
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<p>Area for Improvement 4</p> <p>Ref: Standard 12.2</p> <p>To be completed: With immediate effect.</p>	<p>The Registered Provider must arrange for a representative to report monthly on the quality of care provided and compliance with registration requirements, standards and regulations. These reports will be shared with the Registered Manager and must be available for inspection by the Jersey Care Commission.</p>
	<p>Response of Registered Provider:</p> <p>Monthly visits have already started and there have been further visits booked in for every 4-6 weeks. The reports are available with the registered manager. This also includes the Regional Director, Operations Director, Estates support and HR etc.</p>

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