



**Jersey Care
Commission**

Summary Report

Pine Ridge

Care Home Service

**West Hill
St Helier
JE2 3HB**

14 June 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.

One care receiver and their relative provided positive feedback indicating their satisfaction with the service. They emphasised that the service creates a comforting and familiar environment, meets care needs, and improves overall well-being. They praised the service for its commitment to open communication, transparency, and regular updates. This approach built trust and kept the relative well-informed.

The Regulation Officer could evidence effective collaboration with external health and social care professionals. This was shown through the documentation in the care plans, demonstrating the home's ability to work well with other professionals to provide comprehensive care.

The home exhibits effective practices in management and governance. These practices include strong leadership, well-defined policies and procedures, efficient communication, and a dedication to ongoing improvement. The leadership team ensures that the home runs smoothly and that staff are well-informed about their roles and responsibilities.

The service consistently meets staffing level standards. There are always enough staff to meet the needs of care receivers. The activities undertaken by the service are tailored to meet care receivers' preferences, contributing significantly to their quality of life. These activities are varied and engaging, helping to keep the care receiver active.

The home has demonstrated a high standard of care and management, ensuring that all aspects of the service contribute positively to the well-being of care receivers. There are no areas for improvement resulting from this inspection.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an improvement plan has not been issued.

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