



Jersey Care
Commission

**MONITORING VISIT
INSPECTION REPORT**

Pinewood

Care Home Service

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

24 June 2024

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity, and to encourage improvement.

BACKGROUND TO VISIT

At the last inspection, completed on 26 and 28 February, four areas for improvement were identified. An improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed.

Two of the four areas for improvement are related to the repair and maintenance of the care home. The Registered Provider was required to provide the Commission with a schedule detailing the plans for completing the works on or before April 17, 2024, which was submitted.

The inspection visit monitored the Registered Provider's compliance with the repair schedule.

INFORMATION ABOUT THIS VISIT

This monitoring inspection was announced on 31 May 2024 and completed on 24 June 2024, following the inspection which took place on 26 and 28 February 2024. The inspection was announced to ensure the Registered Manager would be available during the visit.

Monitoring inspections help to inform the Registered Provider if progress has been achieved or provide evidence that informs the Commission that further inspection is required. This inspection monitored the progress of two areas for improvement related to repair and maintenance. The two areas for improvement that do not relate to repairs were not reviewed during this monitoring inspection.

Prior to our inspection, correspondences with the Commission, notifications regarding repairs, and the previous inspection report were reviewed.

The Care Home Standards were referenced throughout the inspection. [1]

The Regulation Officer gathered feedback from five care receivers and had discussions with the Registered Manager and five staff.

As part of the inspection process, the Regulation Officer examined invoices, receipts, and orders related to repairs to the Care Home.

At the conclusion of the inspection, the Regulation Officer provided feedback to the Registered Manager.

This monitoring report outlines the inspection findings.

¹ The Care Home Standards and all other Care Standards can be accessed on the Commission's website at <https://carecommission.je/Standards>

SUMMARY OF VISIT FINDINGS

The following is a summary of what we found during this monitoring inspection.

The improvement plan regarding the two areas for improvement related to repair and maintenance was discussed during this inspection. There have been some improvements. One area for improvement was achieved, and work is ongoing to achieve the other within the required timeframe. Further details are given within the report.

Area for improvement 1: The Registered Provider must ensure that the lift is fit for purpose and properly and regularly maintained. The Commission requires the works to be completed by 31 May 2024.

On 26 March 2024, the Commission received a notification from the service that the lift had broken. It was no longer repairable, and the lift motor needed to be replaced.

During the inspection, the Regulation Officer was informed that the lift motor was replaced on 8 June 2024. The following day, there had been a minor issue, which was responded to within 48 hours. The Regulation Officer experienced that the lift was working. Care receivers and care staff were positive about the lift working consistently.

The Regulation Officer saw that the stair lift, which had been installed while the works were being undertaken, had been removed. The Registered Manager explained that it significantly narrowed the width of the space, making moving in the stairwell challenging. The Regulation Officer was satisfied with this rationale.

The Regulation Officer was satisfied that the area for improvement had been achieved.

Area for improvement 2: 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. The Commission requires the works to be completed by 30 September 2024.

To achieve this area for improvement, the Registered Provider was required to repair and improve five areas of the care home environment. Each area is listed below, along with a summary of the Registered Providers' initial plans to complete it and the Regulation Officer's findings.

1. Repair the damage to the north aspect of the roof and the internal damage underneath this area.

The schedule submitted by the Registered Provider stated. "The works are planned, and the orders placed with [name of company] to make the required repairs, works due to start on site 13/5/24."

During the follow-up inspection, The Regulation Officer could not safely access this area to visibly evidence the repairs had been undertaken. However, the Registered Manager stated the repairs had been completed, and the Regulation Officer saw the invoice for the works.

The Regulation Officer was satisfied that the work had been completed.

2. Repair the internal damage from the north aspect of the roof that extends into a care receiver's bedroom.

The Registered Provider planned for the work to be undertaken when the external repairs have been completed.

The internal damage from the north aspect of the roof in the stairwell has been repaired. The damage that extends into a care receiver's bedroom has not.

The Registered Manager stated that the visible staining on the ceiling of the room requires redecoration only, not repair. Additionally, the redecoration has not been undertaken as the room is unoccupied and being used to store equipment. The decision was made to decorate other rooms ahead of this room, and the plan is that the room will not be occupied until it is fully redecorated.

3. Replace the two stained areas of carpet within the dining room.

The schedule detailing the plans for the work to be undertaken advised that quotes had been obtained to replace the carpet and that the home maintenance team would be decorating the dining room before the new carpet was fitted.

The Registered Manager stated the carpet had been ordered on 18 May 2024 and that they had been advised it would be delivered and fitted on or before the end of July 2024. The room has been painted, new wall decorations have been hung, and new table accessories have been ordered.

Works are progressing appropriately.

4. Ensure all lights in the car park are fully functional.

The schedule detailing the plans for the work to be undertaken informs that an order has been placed to replace the failed fittings, and these works are planned for 6 May 2024.

The Regulation Officer could not verify that the outside lights were working because they are activated by diminishing light levels, and the inspection occurred on a sunny day. However, the Registered Manager reported that the work had been completed, and the Registration Officer saw that new light fittings were in place and an invoice for the work.

The Regulation Officer was satisfied that the work had been completed.

5. Improving the decor of all corridors.

The schedule detailing the plans for the work to be undertaken stated, "Additional works will be arranged once the redecoration in the dining room is concluded. This will be delivered using the homes maintenance team with additional flooring replacement as appropriate."

During the inspection, the Regulation Officer reviewed the decor of all corridors. The decor remained in a poor aesthetic state. The Registered Manager explained that the focus had been on decorating rooms to accommodate care receivers.

The Regulation Officer requested a schedule and timeline for undertaking and completing the redecoration, including re-carpeting. The schedule detailed the redecoration and replacing carpets throughout the lower ground, ground floor, and first-floor corridors. The work is planned to commence on 1 July and be completed by 30 September 2024.

The schedule for improving the decor of all corridors is appropriately designed to achieve the area of improvement within the Commission's timeframe.

The service was advised to keep care receivers and their representatives updated with redecoration plans.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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