



**Jersey Care  
Commission**

## **Summary Report**

**Pinewood**

**Care Home**

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

**Inspection Date**

**25, 26 November & 4 December 2025**

**Date Published**

**6 January 2026**

## 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.

Feedback regarding the staff was positive, highlighting that they were supportive, attentive and polite. The Regulation Officer observed the staff's person-centred and professional manner. Care records were clear, detailed, and represented a holistic approach to care and support.

The atmosphere in the dining room at lunchtime was warm and vibrant, with staff available and attentive to care receivers needs, and clearly aware of care receivers' food likes and dislikes. A range of nutritious foods was available.

The repairs and redecorations undertaken had a positive impact on living and working in the home. The environment was homely and comfortable.

The Regulation Officer was satisfied that medication administration, recording, ordering, storage, and audit met the requirements of the Care Home Standards.

There was evidence that staff had undergone fire safety training, including fire awareness and practical training, and the regularity of fire drills was an area of good practice.

Care and ancillary staff levels met requirements, and teamwork was positive. There was 100 per cent adherence to statutory and mandatory training and recruitment, and induction practices met requirements.

There was one area for improvement identified relating to policies and procedures.

## 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.

<b>Area for Improvement 1</b>  <b>Ref:</b> Standard 1.6 Regulation 5  <b>To be completed:</b> by 03/04/2026	The Registered Provider must ensure that policies and procedures are in line with and reference relevant Jersey legislation, Standards and guidance.
	<b>Response by the Registered Provider:</b>  We recognise that some of our current policies and procedures do not explicitly reference the relevant Jersey legislation. To address this, we are currently undertaking a full review of all policies and procedures to ensure all documents are fully aligned with, and reference, the appropriate Jersey legislative requirements.  The home will continue to receive ongoing support from the Clinical Governance, Risk and Compliance teams to ensure a smooth and effective transition.

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