



**Jersey Care
Commission**

Summary Report

Pine Ridge Respite

Care Home Service

**West Hill
St Helier
JE2 3HB**

**Inspection Date
3 August 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.

4.1 Progress against areas for improvement identified at the last inspection

At the last inspection, two areas for improvement were identified, and an improvement plan was submitted to the Commission by the Registered Provider, setting out how these areas would be addressed.

The improvement plan was discussed during this inspection, and it was positive to note that progress had been made in one area for improvement.

This means that there was evidence of work being undertaken to develop and improve policies and procedures in line with current best practice.

The second area for improvement was discussed during this inspection, and it was noted that insufficient progress had been made. The Home's written agreements do not yet clearly set out how services will be provided to meet the needs of the individual, as a result, this area for improvement remains outstanding and is discussed in more detail within the main body of this report.

4.2 Observations and overall findings from this inspection

Pine Ridge provides nursing care and respite support for up to two adults with learning disabilities and complex needs. During this inspection, the Regulation Officer found evidence that care receivers were protected from avoidable harm through established governance, medication management and fire safety arrangements. The Registered Manager demonstrated oversight of incidents, safeguarding, health and safety and medication practices.

It was positive to note that, following a joint visit with Jersey Fire and Rescue Service in June 2026, the home had reviewed and updated Personal Emergency Evacuation Plans (PEEPs) and taken action in response to recommendations made within the fire safety report.

Care records demonstrated multidisciplinary involvement from health and social care professionals, and systems were in place to monitor health needs, share information between staff and respond to changes in care receivers circumstances.

Documentation reviewed evidenced person-centred care planning, healthcare monitoring and arrangements to promote continuity of care. Feedback received from professionals was positive and described the home as responsive, well-led and committed to person-centred support.

The home demonstrated a caring culture. Care records reflected individual preferences, needs and wellbeing, and observations undertaken during the inspection showed staff interacting with care receivers in a respectful and person-centred manner.

A care receiver spoken with during the inspection was positive about the support they received, and staff demonstrated an understanding of the individual communication and support needs.

Governance and leadership arrangements were found to be effective. The Registered Manager demonstrated oversight through audits, quality assurance processes, supervision arrangements and governance systems operating within Health and Care Jersey. Positive progress had been made in relation to a previous area for improvement concerning access to policies and procedures, and this is now considered addressed. However, the home's written agreement documentation continues to require further development to fully meet the requirements of the Commission's Care and Support Services with Accommodation Standards. Whilst the service level agreement contained some relevant information, it did not clearly demonstrate all elements required by the standards, including changing or ending the agreement. This remains the sole area for improvement identified during this inspection.

IMPROVEMENT PLAN

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

Area for Improvement 1 Ref: Standard 2. 3 Regulation 6, 8	The Registered Provider must ensure that a written agreement states how the service will be provided to meet the needs of the person receiving care. It will set out terms and conditions, how the service will be delivered, and how it may be reviewed or ended.
To be completed: by 31/12/2026	Response by the Registered Provider: The Registered Provider will introduce a clear written agreement outlining how the service will meet each person's assessed needs. The agreement records care arrangements, capacity and best-interest considerations, involvement of relatives or representatives, funding arrangements, review processes, and the provision of key information about the service. It also includes a dedicated compliance section to evidence that individuals and/or their representatives have received information in an accessible format and understand the care being provided.

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