

Sanctuary Care Limited

# Pavillion Residential and Nursing Home

## Inspection report

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Date of inspection visit:  
31 January 2022

Date of publication:  
07 February 2022

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	<b>Inspected but not rated</b>

# Summary of findings

## Overall summary

Pavilion Residential and Nursing Home provides accommodation and nursing and personal care to older people, including people who may live with dementia. The service can support up to 68 people. People are accommodated in four units across one building. At the time of inspection one unit was closed for refurbishment and 49 people were using the service.

We found the following examples of good practice.

Comprehensive policies and procedures were in place to manage any risks associated with the COVID-19 pandemic. This included the management of people with a COVID-19 positive diagnosis. The policies and procedures were updated regularly following any changes in national guidance.

The registered manager had identified, assessed and mitigated COVID-19 related risks to people, staff and visitors.

A programme of regular COVID-19 testing for both people in the home, staff, essential carers and visitors to the home was implemented. All visitors, including professionals were subject to a range of screening procedures, including showing evidence of vaccination and a negative lateral flow test before entry into the home was allowed.

There was an ample supply of PPE for staff and visitors to use. Hand sanitiser was readily available throughout the service. Staff had received additional training during the pandemic in the use of PPE and we observed staff wearing it correctly during the inspection.

Increased daily cleaning schedules were implemented including regular touchpoint cleaning.

People living in the home and their relatives were supported to maintain contact. The provider had installed an outdoor visiting pod so relatives could see their loved ones regularly. Indoor visiting was also facilitated.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Further information is in the detailed findings below.

**Inspected but not rated**

# Pavillion Residential and Nursing Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 31 January 2022 and was announced. We gave the service 48hours' notice of the inspection.

# Is the service safe?

## Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

### Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- Arrangements were in place for people to keep in touch with relatives and receive visits from essential care givers, guidance regarding visiting was followed and relaxed as restrictions eased.
- People were supported to leave the service to visit relatives or access the local community.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency. We checked to make sure the service was meeting this requirement. We found the service had effective measures in place to make sure this requirement was being met.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.