

Hilton Lodge Nursing Home Care Home Service

60 - 62 Court Street
Haddington
EH41 3AF

Telephone: 01620 822291

Type of inspection: Unannounced
Inspection completed on: 14 December 2017

Service provided by:
The Stewart Partnership, Trading as
Hilton Lodge Private Nursing Home

Service provider number:
SP2003002458

Care service number:
CS2003010635

About the service

Hilton Lodge Nursing Home is a care home for older people situated in a residential area of Haddington. It is close to local transport, shops and local amenities. It is registered to provide care and accommodation for 20 older people. It is owned and managed by The Stewart Partnership. There were 19 residents in the home at this inspection.

Accommodation is provided on a ground and first floor. Stairs and lifts provide access to the upper floor. There are 20 single bedrooms with the majority of these having en suite facilities. There are additional bathing facilities that can cater for residents with limited mobility. There is a communal sitting room and dining room/sun-room, as well as additional seating in the reception/entrance area. There is a well-maintained garden which includes an enclosed dementia friendly garden for people using the service to enjoy. A small parking area is to the rear of the building.

The service states that its aim is to "provide a safe, healthy, comfortable home environment in which to enhance the quality of life of our residents".

What people told us

All of the residents and relatives/carers we spoke with and those who completed pre inspection questionnaires told us that they were satisfied or very satisfied with the quality of the care and the overall service provided in Hilton Lodge.

Staff were praised for their attentive, kind and considerate approach in caring for and supporting residents which we also saw during the inspection. Residents told us that the home was comfortable, the meals good and none had any concerns or complaints about living in this home.

The comment of one resident summed up the views of others "I'm happy here, I'm well looked after, the staff are wonderful, my room is comfortable and food is nice."

Relatives/carers were also extremely complimentary and about the quality of care and overall quality of the service provided. They spoke highly of the skills of the manager and staff teams saying everyone was welcoming and excellent care was provided.

Some of the comments made by relatives included:

"We cannot speak highly enough of Hilton Lodge, the staff and the environment."

"Cheerful, professional and caring people."

"Care is of an excellent nature."

"We are very pleased with everything at Hilton Lodge. The range of activities, the management and staff are friendly and attentive. The food and menu are to a high standard and nutritious. We feel they provide a wonderful service."

"I consider the level of care delivered by the staff to be excellent."

A visiting professional also praised the skills and professionalism of management and staff.

Self assessment

We did not ask the service to submit a self assessment. However, there was a continuous development plan in place through the quality assurance systems which covered all aspects of service provision.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The emphasis in this home was for all staff to deliver a high quality of service regardless of their role. This was reflected in the high standards of personal care, the attention to detail in the upkeep of the environment, the professional approach by staff and the overall management and leadership by nursing and senior staff.

Care was provided by well-organised, respectful staff who were attentive to residents needs and individual choices in their day-to-day care and who worked well together to ensure a high standard of care was provided.

Considerable attention was given to assisting residents with their personal care needs and appearance which may assist residents to maintain their individuality, feel comfortable and generally enhance their feelings of wellbeing.

Exceptional attention was also evident to ensuring the comfort and wellbeing of residents who, due to frailty and ill-health, spent a lot of time in bed.

Care plans reflected individual care needs but focussed on abilities which may assist staff to promote maintenance of self-help skills and a person centred approach to care. Care plans took account of choices and preferences in how care was provided and were informed where necessary by risk assessments, for example, skin care, nutrition and mobility.

Evaluations of care plans and daily records also helped staff to provide care based on relevant and up-to-date information. Care plan reviews gave the resident and/or their representative the opportunity to discuss and agree the content of the plan.

Activities, events and outings were provided for residents to join in as they wished and preference for quiet time and privacy was also respected.

We concluded that regular consultation with residents and relatives/carers, the high standards of care we saw, and which was reported to us showed positive outcomes for residents. This has resulted in an assessment of excellent for the overall quality of care.

The atmosphere in the home was quiet, calm and orderly and residents were able to use the shared sitting, dining/sun room area or their bedroom as they wished. The home was comfortable, clean and maintained to a very high standard throughout.

Systems were in place for routine safety checks of equipment and installations including specialist equipment. These checks were up-to-date and all equipment we saw was clean and fit for use. Staff reported that they had enough equipment to do their job (care, housekeeping and catering).

Residents also reported that overall they felt safe and secure in the home.

We concluded that consultation with residents and relatives/carers about aspects of the service and high standards in quality of the environment, resulted in positive outcomes for residents and an assessment of excellent for this quality theme.

What the service could do better

The quality assurance system should continue to be used to show any improvements needed and how these have been implemented.

We suggested that training records could be improved to give the status of staff which would explain any gaps in the training records as not all training will be relevant for all staff. Also any time limited training should include when this was next due to take place to ensure the timescale is not exceeded. The manager confirmed that this will be attended to.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
14 Oct 2016	Unannounced	Care and support Environment Staffing
		6 - Excellent 6 - Excellent 6 - Excellent

Date	Type	Gradings	
		Management and leadership	6 - Excellent
25 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
27 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
5 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
1 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
2 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
19 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
25 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
30 Jun 2009	Announced	Care and support Environment Staffing	6 - Excellent 6 - Excellent 6 - Excellent

Date	Type	Gradings	
		Management and leadership	6 - Excellent
21 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
24 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent

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