

Hilton Lodge Nursing Home Care Home Service

60 - 62 Court Street
Haddington
EH41 3AF

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Type of inspection:
Unannounced

Completed on:
25 April 2022

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

Service provider number:
SP2003002458

Service no:
CS2003010635

About the service

The service is located in the town of Haddington, near to public transport and shops. The service offered a homely, comfortable and pleasant environment for up to 20 people with their own full or partial en suite facilities. There were a number of shared bath and shower rooms to provide choices for people who experience care. The service provided a communal and comfortable lounge, a dining room, conservatory and a hairdresser's room. The public rooms on the ground floor overlooked and gave direct access to the well-tended, enclosed garden with flower beds and a summer house.

About the inspection

This was an unannounced inspection which took place on 5 and 6 April 2022. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was being supported, the infection protection and control practices in place as well as quality of staffing and management.

To inform our evaluation we:

- spoke with people using the service and family members as well as visiting professionals
- spoke with staff and management
- observed practice and daily life
- assessed the environment of the service
- reviewed documents.

Key messages

- Staff were attentive to people's needs and support and interacted warmly and respectfully.
- There were a good selection of activities.
- Visitors were well supported during the pandemic.
- The environment was clean and tidy and in good condition.
- Managers were competent and approachable.
- Staff were well trained and supported.
- Personal plans were thorough and up to date though need to focus more on people's outcomes.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. One person experiencing care told us "I'm happy, I am pleased with it". Staff responded to people's needs quickly and were not rushing people. When assisting people to move about, staff interacted supportively and with encouragement. We saw staff sitting chatting to people experiencing care during quieter times of the day. A relative told us "staff have a chat and know mum well, real family feeling here". This assured us people were treated as individuals and listened to.

There were a good selection of activities including arts and crafts, games, pet therapy and regular physical activities. Staff had one-to-one time with people to chat or undertake an activity. One relative told us "the staff have a good bond with mum, I've seen them sitting playing scrabble, reading and doing a crossword with mum". There was a weekly outing and the service is actively trying to arrange community involvement, entertainment and exercise professionals as existed before the pandemic. These opportunities to take part in meaningful activities supports people to be involved and valued.

Staff were attentive to people's needs and support with eating and drinking and we saw this being promoted in a dignified way. Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. The kitchen staff knew people's preferences and a good range of snacks were available for people. This meant people enjoyed their meal time experience, one person told us "lunch was very good".

People had nutritional risk assessments completed. When there were concerns about a person's food and drink intake this was regularly monitored. There needs to be more detail recorded about the amount of food and drink people had taken. This is to support the service to effectively respond to signs of deterioration in people's health.

People had skin care assessments completed. When a person with fragile skin was spending a lot of time in bed, their position was changed regularly to protect their skin. There needs to be more detail recorded about these positional changes. This is to support the service to effectively respond to signs of deterioration in people's health.

Medication administration was very well organised with regular audits by management. This ensured that people experienced safe and effective medication.

Visits to the service did require booking beforehand in order to co-ordinate additional cleaning needed. The visitor testing system in place to support people to visit safely through the pandemic was working well. Visits took place in people's rooms and outside with no restrictions on the length or frequency of visiting. The service kept visitors up to date with changes in visiting guidance, one relative told us "I'm kept informed of all changes as they happen". This assisted with the continued protection of people and staff from harm during the pandemic.

Relatives we spoke with commented positively about the friendliness of staff. They were confident in staff who they described as responsive and understanding. Communication was effective and relatives felt involved in their family member's life. This promoted people experiencing care to stay connected with the

people who are important to them.

People's bedrooms, en suite rooms and communal areas were clean and tidy, on the few occasions we observed issues the service dealt with it very promptly.

The service had a well-managed process for laundry collection to support good infection, prevention and control practice and their laundry room was clean and tidy. The cleaning products and solutions were suitable for a range of cleaning purposes during the Covid-19 pandemic.

Frequently touched areas (for example, door handles and light switches) were being cleaned regularly following pandemic guidance.

There was a good supply of personal protective equipment (PPE) such as gloves and masks. The PPE stations were readily available throughout the home. Staff were seen to wear, use and dispose of PPE in line with guidance. People and staff had ready access to alcohol based hand rub. This ensured people are protected as staff take all necessary precautions to prevent infection.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the leadership and therefore evaluated this key question as very good.

People we spoke to considered that management were courteous, respectful and responsive. One relative told us "The management are great, I've never had a problem but I'm confident it would be dealt with if I did".

There were regular managerial observations of staff practice and assessing competence and knowledge in infection protection and control. Quality checks by management regarding personal plans, medication administration and the environment were taking place.

Staff recruitment and induction processes were thorough and the service was investing in professional development of staff too. Formal face-to-face supervision by management was taking place regularly.

This ensured staff were well led and had the necessary information and support to provide quality care based on relevant evidence, guidance and best practice.

How good is our staff team?

5 - Very Good

We evaluated staffing arrangements to be very good. There were major strengths demonstrated which supported positive outcomes for people. One relative told us "the staff are all trained, they know what they are doing, they're caring and kind".

Training was comprehensive with a high level of completion. Staff had received Covid-19 and infection, prevention and control training, key features included the importance of correctly wearing masks, gloves and aprons as well as regular hand washing. Good staff competence means better understanding and responsiveness of people's needs and wishes.

The staffing arrangements ensured that the care staff were consistent and stable which meant they knew people's needs and preferences well to provide quality care and support. People were responded to

promptly. The house keeping staff rota was particularly well-resourced during this pandemic. We observed that staff worked together well, in a positive and calm manner. Staff considered themselves supported by their management team. This ensured people benefited from a warm atmosphere because there are good working relationships.

How good is our setting?

5 - Very Good

We found significant strengths in the environment and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The service had maintained a welcoming and homely feel. It was very clean, tidy and warm. The furnishings and equipment were in good condition. People's rooms were comfortable with thoughtful and personal decoration though not all rooms had an accessible, secure place to keep important belongings. There was accessible outdoor space from the lounge with a decking area and well-tended gardens. People who experienced care told us it has a "nice sitting room and can have music on" and "it has a lovely garden".

There were arrangements in operation for maintenance of the premises and the equipment to ensure residents are safe.

This ensured people experienced an environment that has been adapted, equipped and furnished to meet their needs and wishes.

How well is our care and support planned?

4 - Good

We evaluated this service operating at a good level where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People's personal plans detailed each area of care, for example, mobility, and set out any needs for support. Updates were recorded regularly as were any changes in actions needed. There was communication recorded with families and health professionals and personal plans were regularly reviewed. One relative told us "I'm involved in updating mum's care plan". This meant that personal plans remain right for people as their needs change.

Personal plans noted people's choices and preferences, however these were not always written in a personalised way. There needs to be more detail regarding what people consider is important to them and what outcomes do they want to achieve. People's hobbies and interests were recorded in personal plans though more detail on what activities people have undertaken at the service and what they liked and disliked. This enables people to maintain and develop their interests by taking part in activities that matter to them.

Anticipatory care planning provides an important opportunity to discuss the type of care a person would like to receive should they become unwell. There needs to be more detailed recording in the personal plans to make it clear what is important to them.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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