

# Hilton Lodge Nursing Home Care Home Service

60 - 62 Court Street  
Haddington  
EH41 3AF

Telephone: 01620 822291

**Type of inspection:**

Unannounced

**Completed on:**

18 February 2020

**Service provided by:**

The Stewart Partnership, Trading as  
Hilton Lodge Private Nursing Home

**Service provider number:**

SP2003002458

**Service no:**

CS2003010635

## About the service

The provider of this registered service was The Stewart Partnership trading as Hilton Lodge Private Nursing Home.

Hilton Lodge Care Home is located in Haddington, East Lothian, within a converted Georgian house. The care home offered a homely, comfortable and pleasant environment for up to 20 people with their own full or partial ensuite facilities. There were a number of shared bath and shower rooms to provide choices for people who experience care.

The care home 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 which provided flower beds and grassed areas, a summer house and dementia friendly area with raised potting tables that encourages residents to grow their own fruit and vegetables.

The care home is located in the heart of the town of Haddington, near to public transport and shops. Visitors had access to an off-street parking area to the rear of the home.

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

At the time of the inspection the care home had one vacancy.

## What people told us

The views of those who receive support were gathered through three completed care standards questionnaires from people who experience care and eight from their carers and relatives.

We spoke with people living in the home and their visitors during the inspection.

Overall people were positive about the service received. Comments include:

"Most staff are very good & kind"

"Happy enough with all of it"

"Over the years the home has been steadily improved"

"I receive a lot of communications from the home about my relative but I am not involved in how the service is run".

## 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?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very 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**

People who experienced support at Hilton Lodge get the most out of life because they were supported by a stable workforce. People could be confident that they were cared for by a well-trained and knowledgeable staff team who were observed to encourage residents to raise their mood through participating in activities. People were supported to use health professionals and other facilities within their community to ensure they remained in good health. People could be confident that their medication was being managed appropriately to protect their welfare and safety.

The skills of the catering staff were complemented for providing well-presented healthy meals and snacks. People confirmed they were consulted about their likes and dislikes which had assisted with the development of the menu and where required staff supported them to eat and enjoy their meals.

We observed that residents missed the opportunity to retain their daily living skills through self-service at meal or snack times or assisting staff to complete household tasks. Staff completed the tasks such as these from a position of well-meaning and had not considered if this support deskilled some individuals. As space was limited within the building there was no designated snack station or pantry area providing facilities for residents and their visitors to make drinks and snacks.

Through consultation, staff worked hard to collect the wishes of each individual and ensure everyone took part in a range of activities that matched their interests, provided fun and pleasure and protected their physical, social and mental health. People were proud of their achievements in such things as caring for the garden plants. The service had their own minibus and several residents enjoyed their drive to the golf course and onward visit to the coffee shop in a nearby town. The care home is within walking distance of the local shops, church or chapel for spiritual needs, community groups or restaurants. People were regularly supported by their visitors and staff to go out and visit these amenities. There were daily inhouse activities delivered by different members of staff and

reflected physical, mental and spiritual wishes are met. This meant people felt they had a meaningful life and reduced their social isolation.

Communication was embedded in the ethos of Hilton Lodge and people told us they were confident they had been listened to by management and the staff through regular conversations and with all interested parties. Meetings, questionnaires and surveys to shape the service were available during the year. There was evidence that the people who experience care had been consulted and contributed to the plans for redecoration and upgrading of soft furnishings in their bedrooms. People were very happy because they and their families had been able to personalise their bedroom and surround them with memorable items.

We observed that the care home had a lack of private space, other than the individual's bedrooms, for residents to host their visitors. Whilst we acknowledge the home is a listed building and has limited space, the Kings Fund Environmental Tool could assist the service to review the use of space. Inviting all interested parties to help with the completion of the Kings Fund Tool could add to their improvement plan, focussing on enhancing choices and outcomes for residents.

People were confident that the service protects them from all types of abuse through the implementation of their quality assurance and audit systems.

During feedback we observed the assessment of need. The manager used an Assessment Tool as part of the monthly data collection and was available to all. Using the tool more informatively could support more opportunity for socialisation to be included in the collection of data. We discussed with management that the results of using the tool should reflect how the outcome results have an impact on staffing levels per shift to meet the needs of people experiencing care.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**5 - Very Good**

People who reside at Hilton Lodge told us they had played an active part in the development of their support plan. These positive comments were confirmed through interviews with staff and observation of practice.

People can be confident that their individual needs as written in their personal plan, and any treatment or intervention that they experience is safe and effective. People have access to the local GP and wider healthcare network to meet their changing needs. The care home supports people to live well right to the end of life, and the completion of their anticipatory care plan records what is important to them for the future.

We observed that the life story and history section in the support plans sampled could be more detailed. This information may enable staff to further engage with individuals who have a diagnosis of Dementia or show symptoms of stressed and distressed behaviour. Relatives were given a long and short Life History Booklet and sheet and they completed it to be inserted into each residents folder. From this information staff formulated a Social Activities Care Plan, if this is not completed it is difficult for staff, so working with relatives to form this plan would be important.

People felt there was a stable workforce and staff were knowledgeable and well trained. All staff have recognised qualifications but only nursing staff generate and maintain care plans. The care plans sampled would benefit from being more person-centred and be less nursing and task orientated. We noted that there were missed opportunities to highlight in the care plans what the individual can do for themselves and how they want staff to assist them to improve their quality of life.

People confirmed that they attended regular care plan review meetings with all interested parties, reviewed its effectiveness and identified action to be taken to ensure it continued to meet their needs. This made people feel listened to and respected as an expert in their own experiences, needs and wishes. People felt they were treated as part of a family and were consulted and contributed to areas for improvement in their home.

During feedback we discussed with management the contents of the improvement plan going forward for the future of Hilton Lodge, capture the ideas and record a clear overview of achievement and how to show innovative and excellent practice for the benefit of people who experience care.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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11 Riverside Drive  
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