

Haddington Care Home Care Home Service

Mill Wynd
Haddington
EH41 4FG

Telephone: 01620 674 880

Type of inspection:
Unannounced

Completed on:
14 January 2026

Service provided by:
Haddington Care Ltd

Service provider number:
SP2017013005

Service no:
CS2017361356

About the service

Haddington Care Home, is a large purpose built care home, located in the East Lothian town of Haddington. Accommodation within the care home is spread over three floors, with a range of communal areas and an enclosed garden area.

The provider, Haddington Care Ltd, has been registered since 22 June 2018 to provide care and support up to 68 older adults.

About the inspection

This was an unannounced follow up inspection which took place on 14 January 2026. The inspection was carried out by an inspector 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.

In making our evaluations of the service we:

- Spoke with 2 people using the service
- Spoke with 4 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- A robust personal planning system was being used effectively to record and monitor fluid intake for people
- Personal planning information was up to date and relevant for the person's support needs
- Oral healthcare had improved since last inspection, with recording and monitoring within the personal planning system
- Snacks and refreshments were accessible and varied. Feedback from people was very good about the offerings available.

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?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

Requirement and areas for improvement from the previous inspection had all been met well. See the requirements and areas for improvement section of this report. Therefore we evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 8th December 2025 the provider must ensure that fluid monitoring is appropriately used and recorded to ensure the health and wellbeing of people.

To do this the provider must as a minimum:

- a) implement processes to ensure fluid records are consistently and appropriately completed
- b) ensure staff have an understanding of the importance of monitoring people's fluid
- c) regularly check and audit fluid records

This is to comply with Regulation 4(1)(a) and (b) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 4.11, which states, "I experience high quality care and support based on relevant evidence, guidance and best practice".

This requirement was made on 23 October 2025.

Action taken on previous requirement

The service had implemented fluid charts within their electronic personal plan package, which allowed staff to record and monitor fluid intake over each day and if appropriate, each week. All fluid charts were discussed on a daily basis at the senior staff daily meeting, to ensure this was being recorded and monitored appropriately. Manager's had oversight of this on the personal plan system.

Concerns of potential dehydration were escalated to external healthcare professionals for guidance and support.

Staff had received information on fluid monitoring and undertaken training to support their learning.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure people's health, wellbeing and preferences are supported appropriately, the provider should ensure that information within personal plan is updated and accurate.

This should include but is not limited to ensuring that information is consistent through the personal plan, and reflects the person's needs, wishes and preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), 1.15 which states, "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This area for improvement was made on 23 October 2025.

Action taken since then

Personal plans had been transferred from paper documents onto the service's electronic personal planning system. Information had been updated to ensure people's support was based on up to date and relevant information. Some non-critical information was still being updated. We'll follow this up at our next inspection.

Previous area for improvement 2

To ensure people's health and wellbeing, the provider should ensure that staff follow oral healthcare guidance and processes appropriately.

This should include but not be limited to ensuring that people's oral healthcare products are fit for purpose, and support with oral care is recording consistently.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 1.23, which states " My needs, as agreed in my personal plans, are fully met, and my wishes and choices are respected".

This area for improvement was made on 23 October 2025.

Action taken since then

The service had introduced a oral healthcare champion who had implemented a range of training for staff on the importance of and how to support people with oral healthcare.

Additional qualifications on oral healthcare had been offered as development opportunities to some staff.

The recording of oral healthcare had been transferred to the electronic personal planning system, which allowed managers and staff to easily monitor and quality assure oral healthcare. Audits were completed regularly to ensure all products used were fit for purpose and hygienic.

The service had been supported by external oral healthcare professionals, which have given positive feedback on the improvements made and had no concerns regarding people's oral health.

Previous area for improvement 3

To ensure people's health and wellbeing, the provider should ensure that people have easy access to snack and drinks throughout the day

This should include but not be limited to ensuring that drinks, snacks and fresh fruit are available in accessible communal areas.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 1.38, which states "If appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it, and can choose to grow, cook and eat my own food where possible".

This area for improvement was made on 23 October 2025.

Action taken since then

The service had introduced snack stations within each communal area of the home. This included large juice dispensers, with varied fruit juices. Snacks were available at all times, these included fresh fruit, cakes, chocolate, biscuits and savoury snacks.

The service had consulted people on their preferences and amended what was on offer based on survey results.

Feedback from staff and people using the service was very positive and the introduction of the snack station had been very popular.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

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