

Hilton Nursing and Homecare Agency - Care at Home Support Service

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Type of inspection:

Announced (short notice)

Completed on:

4 July 2025

Service provided by:

Hilton Nursing and Homecare Agency
Limited

Service provider number:

SP2003002486

Service no:

CS2004070605

About the service

The service provides care at home to adults in East Lothian with its office based at Haddington. The service was registered with the Care Inspectorate on 14 September 2004 and the provider is Hilton Nursing and Homecare Agency Limited. At the time of the inspection the service offered care and support to 70 older people. Care staff were employed, but a nursing service was not operational.

About the inspection

This inspection took place on 26 and 27 June 2025 after 24 hours notice to the service. The inspection was conducted by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service, this included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported and their personal plans as well as the quality of staffing.

To inform our evaluation we:

- spoke with 11 supported people and six relatives
- spoke with seven care assistants and three managers
- spoke with five professionals working with the service
- observed how well care staff supported people
- visited the office to see how it was run
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support received.
- People experienced a consistent staff team who knew them well.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- The planning of the support visits was organised and significantly late or missed visits were not an issue.
- Staff were well supported by observing staff competence, attending team meetings and annual appraisals.
- People's personal plans were detailed and up to date though needed 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 staff team?	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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. People did not feel rushed by staff when being supported. People were supported to communicate in a way that was right for them, at their own pace. Staff would assist people who were anxious in a caring and calming way. This meant people could build trusting relationships at the service.

People experiencing care said "the carer does more for me than she should do," "everything is fine with the care I get and attention I get and the way they look after me" and "they have been very, very kind, they go out of their way."

Relatives' comments included "it feels like an extension of the care given from the family," "I feel so cared for myself due to the care for my mum, they are there at the end of the phone" and "they are building a relationship with her with good communication as well as practical help."

Care and support were carried out in a dignified way with personal preferences respected. Techniques used to assist people to mobilise were undertaken in a safe and reassuring way. We observed and people told us that staff used gloves and aprons appropriately. People were asked what they wanted to eat and meal preparation was competent. Staff cleaned and tidied up after themselves.

Medication administration was organised with regular audits by management and appropriate training for staff. This ensured that people experienced safe and effective medication. The service was making referrals to health and social work professionals promptly and following advice given. This supported the service to effectively respond to signs of deterioration in people's health and protect people from harm.

People experiencing care said "they are very good at picking things up and noticed my leg straight away."

Relatives' comments included "it is brilliant, they are really caring, really supportive, not frightened to reach out to family if any concerns" and "I think it is a great agency, really got their eye on things I might miss, their communication is great."

How good is our staff team?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staff training and support.

Staff recruitment processes were thorough. Staff reported good support available from their managers which were easily accessible. There were frequent quality checks by management about observing staff competence in people's homes. Staff had annual appraisals regarding their performance and development as well as regular staff meetings to assist with effective communication. This ensured people experienced good quality care and support based on relevant guidance and best practice.

The planning of the support visits was organised and significantly late or missed visits were not an issue. People were being told, in writing, the visit times and how long they were. Staffing arrangements worked

well with no agency staff being used, therefore people experienced a consistent care team. We observed that staff worked together well, in a positive and engaging manner. Staff had time to provide support with compassion and engage in meaningful conversations. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing care said "the staff are always helpful with coming forward with ideas to make life easier for me, I am very happy with service I receive" and "it is a small team which do understand my specific routines to keep me comfortable."

Relatives' comments included "they are a small team so provide good continuity; no issues with lateness and cancellations" and "never missing any tasks, probably go above and beyond."

How well is our care and support planned?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

People's personal plans detailed each area of care, for example, communication, with up to date and individualised information regarding how to support someone well. However, these were not always written in a personalised way. There needed to be more focus about what people consider is important to them and the related outcomes they want to achieve. Personal plans needed to be regularly audited by managers to assist improvements in quality. Six monthly reviews of personal plans are required by legislation, the service exceed this by providing three monthly reviews with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change and to make sure that everyone had the opportunity for their views to be heard.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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