

Hilton Nursing and Homecare Agency - Care at Home Support Service

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Type of inspection: Unannounced
Inspection completed on: 1 June 2018

Service provided by:
Hilton Nursing and Homecare Agency
Limited

Service provider number:
SP2003002486

Care service number:
CS2004070605

About the service

Hilton Nursing and Homecare Agency - Care at Home is based in Haddington, East Lothian and is registered to provide a Care at Home service. At the time of inspection the service was provided to approximately 100 people throughout East Lothian. This service has been registered since 2004.

The service consists of a registered manager, one registered nurse-assessment, one registered nurse-medication, three coordinators, office staff and homecare staff. The coordinators have responsibility for the day-to-day allocation of the homecare staff, and take all enquiries to the service.

The registered nurse-assessment oversees the day-to-day running of the service. She has responsibility for the direct supervision of homecare staff and reviews of support for service users. She also oversees the packages of care and support in place. The registered nurse-medication, oversees the management of medicines administered by the carers.

In its aims and objectives the Agency states that its aim is to "provide our clients with a comprehensive service of care of the highest quality within their home environment. We strive to offer a flexible, efficient and professional service which is tailored to meet each person's individual needs".

What people told us

Without exception service users and relatives we met, spoke with and who returned pre inspection questionnaires praised the quality of care and overall service provided by Hilton Homecare.

The consistency of staffing, reliability and kindness of care staff were also reported to be a great asset which service users and families very much appreciated.

Office staff and the manager were praised for their diligence in responding promptly to any queries or concerns whilst nursing staff were praised for their attention to assessment of needs, care planning, reviews and management of medicines.

From initial contact with Hilton Home Care, service users and relatives /carers said they received a professional and considerate response to their queries about what services could be provided, self directed support arrangements and of the application process. One relative told us that office staff were "very helpful as they (relative) did not know where to start in accessing care at home support for their loved one."

Some of the comments made by service users and relatives/carers were as follows:

"An absolutely brilliant service, care staff responded promptly and contacted an emergency service when needed, for which I am so grateful. Having the same carers is so important to my mum who has dementia and for consistency of care. Carers are all so patient and I would have no hesitation recommending this service."

"We would be lost without Hilton Homecare, they are responsive to suggestions and the need for consistent staff to provide care had been accommodated. We are absolutely reassured that staff are considerate and respectful. The medication management was very important and this was attended to."

"We are always pleased to see the carers and my relative always wants them to stay longer, they are always pleasant and helpful."

"The nurse ensures that assessment and reviews take place when I visit my relative which is so helpful to me. Prior to using Hilton Homecare my relative received support from with another care service. There were lots of changes which was upsetting for my relative. Now we know who is visiting and its the same carers. Moving to Hilton Homecare is the best thing we have done."

"The carers are very good, punctual and reliable and it's always the same staff which is appreciated. They take things at my pace which is a must. I have no complaints at all, having carers come in to me means I can stay in my home."

"I would like to express my satisfaction of how much I look forward to my visit, the ladies brighten up my day."

"I think this service is wonderful. The carers are good at their jobs and are very respectful."

Self assessment

We did not request a self assessment to be submitted prior to this inspection. However, an annual management review for the service is undertaken each year the outcomes of which inform the development plan for the coming year

From this inspection we graded this service as:

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

What the service does well

As reported at previous inspections Hilton Nursing and Homecare Agency continues to provide an excellent care at home service which is tailored to each individual client and responsive to changes in client needs.

Initial assessment of care needs informed care plans and whilst care plans follow the same format these were adapted to suit each individual and any specific health care needs and information was added where needed, for example management of diabetes. Each plan of care was informed by the outcomes of risk assessment. The support and guidance from the assessment nurse and the nurse who oversees medication management also informed care planning and staff practice.

Daily records were taken into account in care plan evaluations and reviews which took place at least every three months. The system of regular reassessment and reviews also meant that service users were given the opportunity to discuss their care needs and any changes necessary.

The person centred approach to service users care from the same consistent staff team was reported as being reassuring to the individual and their relatives/carers in that they did not need to repeat their care preferences/needs to ever changing staff personnel. Having the same staff attend to each service user also meant that they were familiar with service users individual care needs and able to report any changes to these promptly.

Overall the regular review of care planning and medication management also helped to ensure that staff practice was based on up to date information.

Recruitment selection processes followed good practice guidance and meant that appropriate staff were employed. Shadowing and induction assisted to ensure staff were aware of the high standards of care expected of them. Thereafter, regular refresher training and supervision supported staff to maintain high standards of care and support in accordance line with best practice guidance.

Quality assurance systems were in place to monitor aspects of service provision and outcomes of these were used to develop the service. A review of the previous years service provision, events, achievements and feedback informed the development plan for the oncoming year. This meant that the service could show a continuous plan of development and improvement attained and planned.

What the service could do better

We have evaluated the service as consistently 'very good and 'excellent' over a number of years. This is because the service provides excellent standards of care and continues to review, evaluate, develop and improve the service.

The review and update of policies and procedures as planned for over the summer should continue and updates shared where necessary with service users, relatives/carers and staff.

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
2 May 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
13 May 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
27 Apr 2015	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
20 May 2014	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership 5 - Very good
11 Dec 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
14 Dec 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
16 Nov 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
19 Nov 2008	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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