

Hilton Nursing and Homecare Agency - Care at Home Support Service

9 Hilton Court
Court Street
Haddington
EH41 3AF

Telephone: 01620 826300

Type of inspection:

Unannounced

Completed on:

1 October 2019

Service provided by:

Hilton Nursing and Homecare Agency
Limited

Service provider number:

SP2003002486

Service no:

CS2004070605

About the service

This service has been registered since 2004.

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.

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 has responsibility for the direct supervision of homecare staff, oversees care provision and undertakes regular reviews of care plans with service users and/or their relatives/carers reviews support for service users. The registered nurse-medication, oversees the management of medicines administered by the carers, undertakes staff competency assessments in this area of care and checks any changes to medication regimes.

In it's aims and objectives Hilton Homecare states that it's 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

All service users who completed pre inspection questionnaires or whom we spoke with were very positive and complimentary about the quality of care they received from Hilton Nursing and Homecare Agency. All strongly agreed or agreed with the question "overall I am happy with the quality of care and support the service gives me."

Service users said that the service was very good or excellent. In particular this related to the quality of care provided where people were treated with dignity, courtesy, kindness and consideration by staff. People said that they felt respected, valued and at ease and confident in the abilities of carers.

Having consistent staff providing care and support was very important to people and they reported that this helped them develop trusting relationships with staff providing their care. Having the same familiar staff also meant that staff knew service users well and were able to provide care based not only on assessment of care needs but in accordance with personal preferences and at a pace which suited the individual.

Service users told us that they liked that staff always asked if there "was anything else they could do" before leaving their home. This and accommodating changes in visit times to allow people to attend healthcare appointments and family events was also very much appreciated by service users and relatives/carers. Office and nursing staff were also praised for their prompt attention to any queries, care plan reviews and medication management.

Comments were made about how having Hilton Homecare enhanced their daily life in that the carers made their life less lonely and they felt reassured that staff would call for advice and support from family members or health care professionals where needed.

Overall, service users spoke highly of the service provided and very warmly about the care staff and some "enjoyed some appropriate fun and laughter".

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. This assists the service with the continuous improvement of service provision.

The manager confirmed that the Care Inspectorate publication A guide to undertaking self evaluation and improvement planning will be considered in future self assessments to assist them to have a continuing excellent effect in service development and show a model of continuous improvement.

From this inspection we graded this service as:

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

What the service does well

During this inspection we assessed how well the service was performing in the provision of quality care and support to service users and quality of staffing. We assessed Hilton Nursing and Homecare Agency as providing an excellent care at home service. This means that the service has a demonstrable track record of effective practice and very high quality performance.

We are confident that excellent performance is sustainable and can be maintained.

As reported at previous inspections the service has continued to sustain this excellent performance. "An evaluation of excellent describes experiences and outcomes for people which are outstandingly high quality."

Discussion with service users and relatives/carers indicated that all staff regardless of their role with Hilton Homecare treated service users with courtesy, dignity and respect at all times.

The assessment nurse met with all new service users to devise and agree the care plan. Thereafter regular reviews took place to update care plans where necessary. This gave service users and relatives/carers the opportunity to discuss the care plan and agree any changes needed and ensured that staff practice was based on up to date information.

Care planning took account of outcomes of an assessment of individual needs in aspects of everyday living skills, any health care needs which staff should be aware of, or which, informed care provision. The support given to promoting service users' involvement in their care planning and reviews also helped to show positive outcomes in service users' general wellbeing and feelings of self worth. Being listened to and having their views respected by carers may also assisted service users to feel respected, valued and the expert in provision of their care. In order to further improve care planning a new review plan format was being introduced and rolled out at subsequent reviews. This was to show clearly how evaluation of the plans of care and risk assessments informed the rationale to change or maintain current plans of care.

Recruitment selection followed good practice guidance which helped to ensure appropriate staff were employed and helped to keep service users safe.

All new staff undertook induction training. This may include training in the adjacent care home, managed by the same service provider. This was to ensure that staff with no previous care experience were aware of and were competent in delivery of basic care skills before providing a care at home service. The shadowing arrangements with established care staff also assisted with introducing new staff to service users and gave new staff an understanding of the standards of care expected of them. Regular assessment of staff competency skills through evaluation of staff practice, care planning and management of medicines helped to evaluate staff skills.

This regular oversight and assessment of competency helped staff to continue to provide care in accordance with best practice guidance and to promote and maintain service users safety and general wellbeing. Staff supervision also included discussion with staff and evidencing their awareness of and linking their practice to the Health and Social Care Standards. This approach to staff supervision meant that staff were aware of this best practice guidance and able to show their practice was in accordance with these standards and their principles of "dignity and respect", "compassion", "be included", "responsive care and support" and "wellbeing".

Quality assurance systems were in place to monitor aspects of service provision and outcomes of these were used to develop the service. 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.

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.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings								
1 Jun 2018	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	Not assessed	Management and leadership	6 - Excellent
Care and support	6 - Excellent									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	6 - Excellent									
2 May 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	Not assessed
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Staffing	6 - Excellent									
Management and leadership	Not assessed									
13 May 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	Not assessed	Management and leadership	6 - Excellent
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27 Apr 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	Not assessed	Staffing	6 - Excellent		
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Environment	Not assessed									
Staffing	6 - Excellent									

Date	Type	Gradings	
		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
		Management and leadership	5 - Very good

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