

# Hilton Lodge Care Home Service

Gateside Road  
Haddington  
East Lothian  
EH41 3SZ

Telephone: 01314473988

**Type of inspection:**  
Unannounced

**Completed on:**  
28 August 2025

**Service provided by:**  
Hilton Lodge Care Limited

**Service provider number:**  
SP2023000256

**Service no:**  
CS2025000081

## About the service

The service is a care home providing care and support for up to 60 older people, located in Haddington, East Lothian. The care home was registered with the Care Inspectorate on 21 February 2025 and is provided by Mansfield Care Group. This new care home was gradually admitting people and there were 29 people experiencing care during the inspection.

The service consists of three floors with people's rooms having en suite shower facilities. Additional toilets and bathing facilities are available throughout the home. There are lounges and dining areas on each floor, in addition to a hair salon, café and fine dining room. The service has its own car park and an extensive enclosed garden to the side of the building.

## About the inspection

This was an unannounced inspection which took place on 21 and 22 August 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration information, intelligence gathered and information submitted by the service.

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

To inform our evaluation we:

- spoke with nine people experiencing care, five relatives and received 27 questionnaires
- spoke with 10 staff and two managers and received 16 questionnaires
- contacted two professionals working with the service and received 6 questionnaires
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

## Key messages

- Most people were satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people and were able to assist people who were anxious in a caring and calming way.
- Mealtimes were well staffed and snacks were available for people.
- The environment was clean, tidy and homely.
- Staff were well supported by observing staff competence, face-to-face supervision and team meetings, however training completion of essential electronic learning modules (e-learning) needed to increase.
- Regular quality audits were taking place, such as medication, dining experience and the environment.
- 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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	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?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several 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. Staff would assist people who were anxious in a caring and calming way. When assisting people to move, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service.

People experiencing care said:

"It is good, I am being taken care of."

"I'm happy enough and comfortable here."

"I'm very well looked after."

"Everyone is very nice and good company."

Relatives' comments included:

"First day was well organised... attitude is very helpful and very friendly."

"Have been super welcoming."

"Mum seems far happier and settled here than she was alone in her own home."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. The service provided a variety of snacks which were easily accessible to people.

Medication administration was organised with regular audits and an acceptable level of errors. Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. The service was recording care undertaken and monitoring people's health issues. Referrals to health professionals were being made in a timely manner and following advice given. This supported the service to effectively respond to signs of deterioration in people's health.

Activities staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. There were a variety of group activities for people; a useful addition would be a daily activity which includes gentle exercise and stretching to assist people's mobility and flexibility. There are regular visiting entertainers and engagement with the local community through visiting groups. To improve further, the service needed to use their minibus on a weekly basis for outings. This will keep people stimulated, engaged with interests and connected to the community.

## How good is our leadership?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the leadership and quality assurance.

Any incidents were reported with actions on improvements where needed. Regular quality audits were taking place, such as medication, dining experience and the environment. There were action plans in place to assist the service to plan, make and measure improvement, though these need to become more

comprehensive as the care home occupancy increases to full capacity. The service sought feedback from people experiencing support through weekly meetings, though undertaking their first satisfaction survey and extending this to relatives and visiting professionals would be a useful addition. This will ensure that there was a culture of continuous improvement for people experiencing support.

## How good is our staff team?

## 4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the staffing arrangements and staff support.

Staff recruitment processes were thorough. Training sessions for building specific fire safety, moving and assisting people, and medication competencies had a practical element included (as is good practice) and had high completion rates. Training completion of essential electronic learning modules (e-learning) needed to increase. See area for improvement one.

Regular face-to-face supervision sessions and team meetings were held to assist communicating effectively with staff. There were formal managerial observations of staff competence taking place for different practice areas. This is to ensure people experienced quality care and support based on relevant guidance and best practice.

Staffing arrangements had little agency staff being used, therefore care and support were consistent and stable. Care staff were busy, but we observed that staff worked together well, in a positive and calm manner. This ensured people benefited from a warm atmosphere because there were good working relationships.

People experiencing care said:

"What's good is the kindness of staff."

"The staff are good. They are very busy but you can ask for their help if you need them."

"Staff are polite and courteous."

Relatives' comments included:

"I love the staff, I know the staff, I like them."

"Staff are doing their best, are trying really hard."

"The home has some lovely staff who are kind, caring and helpful to residents."

## Areas for improvement

1. The service should ensure that essential e-learning staff training has been completed by all staff and repeated regularly. This should include but not be limited to:

- adult protection
- dementia awareness
- fire awareness
- food hygiene
- infection prevention and control
- medication administration
- moving and handling people

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which states that:

'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow the professional and organisational codes' (HSCS 3.14).

## How good is our setting?

### 5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the quality of the physical environment and cleanliness.

The setting was well-designed and fit for purpose. People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. People's rooms were comfortable with personal decoration. There were communal facilities, such as lounges and dining areas on each floor, hair salon, café and fine dining room. There were an enclosed garden and balconies available for people also.

There were arrangements in operation for maintenance of the premises and the equipment to ensure people are safe. This ensured an environment that has been adapted, equipped and furnished to meet people's needs and wishes.

## 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, mobility, and had personalised information about how best to support someone. There needed to be more focus regarding what people consider is important to them and the related outcomes they want to achieve. Updates were recorded promptly as were any changes in actions needed. Personal plans needed to start being regularly audited by managers for consistency and quality. This new service was organised to start the six-monthly reviews that needed to take place with people experiencing care and their relatives. This will ensure that personal plans remained right for people and that everyone has the opportunity for their views to be heard.

## Complaints

There have been no complaints since the care home was registered on 21 February 2025.

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	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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