

Hilton Court Care Home Care Home Service

Hilton Road
Rosyth
Dunfermline
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Telephone: 01383 411 250

Type of inspection:
Unannounced

Completed on:
19 May 2026

Service provided by:
Hilton Rehabilitation Limited

Service provider number:
SP2010010911

Service no:
CS2010249559

About the service

Hilton Court Care Home is a purpose-built property located in Rosyth. The service is registered to provide specialist mental health care for up to 32 adults.

The service is provided by Hilton Rehabilitation Ltd and is operated as part of the Meallmore group, which provides care services across Scotland. The premises are single storey and the building has been developed to a high standard. All bedrooms have en suite shower facilities and there are ample, well decorated communal lounge and dining areas throughout the home. The property is bound by a large expanse of landscaped gardens and three enclosed courtyards can be accessed from the main building.

Hilton Court is close to local amenities and has good public transport links. During the inspection, 32 people were living in Hilton Court.

About the inspection

This was an unannounced inspection that took place on 18 and 19 May 2026 between 10:00 and 19:30. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, details of registration and complaints, and information submitted by the service throughout the inspection year.

This was a core assurance inspection to provide assurance that better performing services continue to deliver care and support that meets people's needs. It is not a validation of previous evaluations and no new grades have been awarded.

This inspection is called a core assurance inspection because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances; wellbeing; leadership; staffing; the setting; and planned care and support.

During this inspection, we confirmed that people continued to receive care that met their needs and protected their safety, wellbeing, and rights. We knew this because we:

- spent time with eight people using the service
- received feedback from three relatives, eight staff and management, and two visiting professionals
- observed practice and daily life
- sampled relevant documents.

Key messages

Legal assurances

We found the service operated legally and in line with conditions of registration. The provider maintained appropriate insurance and a range of policies and procedures that promoted good outcomes for people. This meant people were safe, protected from harm, and could have confidence in the organisation providing their care and support.

Wellbeing

People's support was tailored to their individual needs and goals. Staff took account of people's strengths and encouraged independence.

People's health needs were well supported and staff involved other health professionals where necessary. One professional told us, "I have always found the quality of care and support to be of a high quality." One relative told us, "Friends could not believe how far they have come and it's because of Hilton Court."

Staff managed medication well and the service used 'pathways' to support people to have as much control as possible over their own medication.

The service promoted the importance of meaningful connection with loved ones and the community. These included visitors being welcome at any time and supporting people to take part in community activities. Some people volunteered in the community-based projects outwith the home, giving them a sense of purpose and direction in their recovery.

The service offered a range of activities based on feedback and suggestions from people. One person told us, "There is always something going on, we're never sitting twiddling our thumbs."

Staff were knowledgeable in areas that keep people safe and promote positive wellbeing. This included adult support and protection measures and infection prevention and control.

Leadership

Management were visible in the service and people, relatives, and staff described them as supportive and approachable.

Robust quality assurance measures gave assurance that management had good oversight of what worked well and where improvement was needed. Management used information to support learning and drive change.

One visitor told us, "The staff all want to do their job, there is a willing attitude and that is down to good leadership." A visiting professional said they find Hilton Court "to be very well run."

Staffing

People received support from a consistent staff team who knew them well. This helped staff meet needs promptly and recognise any changes in health at an early stage.

Staff were enthusiastic, understanding, and compassionate. We observed many kind and caring interactions throughout the inspection.

Learning and development opportunities were ongoing for staff and this included 'champion' roles and in-house training facilitator roles. Completion of core training was 100% in most areas and additional training, such as trauma-informed practice and safety interventions, supported a skilled and competent workforce.

Kitchen staff played a key role in people's planned care, providing support and opportunity to develop cooking and life skills. All staff, regardless of role, understood their contribution to supporting people to achieve positive outcomes.

People and relatives talked about the "calibre of staff," "great care for the residents," and feeling treated "like family."

Setting

The home was clean and tidy with plenty of natural light. Ample small lounge and dining areas created a warm and welcoming environment.

Spaces allowed people to enjoy shared living and develop independence by preparing their own meals and doing laundry, where this formed part of their support plan.

People had personalised their bedrooms, which helped create a comfortable and familiar environment. Domestic staff respected people's space and provided support where required.

The service benefited from a dedicated maintenance staff member who had good working relationships with the care team. General maintenance records were well kept and we found arrangements in place for safety checks, servicing, and maintenance of care equipment. This helped ensure people lived in an environment that supported their health and wellbeing.

People described the home as being "a nice atmosphere" and as being "braw and clean."

Planned care and support

Care plans were comprehensive and guided staff practice, supporting consistent delivery of care. They were tailored to the individual and reflected people's assessed needs. People and their families were involved in support planning and regular reviews.

Additional 'recovery folders' supported people to lead their own planning and set personal goals. Staff used these effectively to promote independence and support progress. People's strengths informed planning and the 'life star' tool supported meaningful conversations and measurable progress towards outcomes. There was a clear focus on what mattered to people in their recovery.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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