

Haddington Care Home Care Home Service

Mill Wynd
Haddington
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Type of inspection:
Unannounced

Completed on:
22 June 2026

Service provided by:
Haddington Care Ltd

Service provider number:
SP2017013005

Service no:
CS2017361356

About the service

Haddington Care Home, is located in Haddington, East Lothian. The care home is registered to care for a maximum of 68 older people. The provider is Haddington Care Ltd, part of Care Concern. The service is spread across three floors with three separate living areas. Each living area has a lounge, dining area and kitchenette. There is an enclosed garden.

There were 66 people living at Haddington Care Home at the time of the inspection.

About the inspection

This was a unannounced inspection which took place on Tuesday 16 June 2026 between 9:15 - 16:00, Wednesday 17 June 2026 between 9:30 - 16:00, and Thursday 18 June 2026 between 19:00 - 21:30. We gave feedback on Monday 22 June 2026. The inspection was carried out by two inspectors and an inspection volunteer from the Care Inspectorate.

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

In making our evaluations of the service we:

- observed people's experiences of receiving care and support
- spent time with people living in the care home and spoke with eight people about the care and support they received
- reviewed feedback from 17 relatives by phone, by feedback questionnaires and in person
- reviewed feedback from six visiting professionals by email and feedback questionnaires
- reviewed feedback from staff across the care home and the leadership team
- reviewed documents in connection with people's care and support
- reviewed documents relating to the management of the service.

Key messages

- People experienced warm, patient and friendly interactions
- Peoples' rights and choices were respected
- Communication with family members was very good.
- Staff were enthusiastic and worked well together
- The leadership team promoted a strong culture of learning within the staff team.

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 leadership?	5 - Very 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

People living at Haddington Care Home experienced staff interactions which were consistently kind, attentive, and warm. Staff clearly knew people well and understood what was important to them, responding positively when assistance was required.

Residents presented well and their appearance reflected their personal preferences. Improvements had been made to the labelling of people's clothes. Continued attention is needed to ensure clothing is returned and stored in residents' rooms tidily.

People enjoyed living in a homely, spacious, and light environment. The home was clean, well maintained, and free from odours and intrusive noises. All required safety checks were completed. Infection prevention and control practices were good, with effective cleaning routines throughout the care home. This meant people benefitted from an environment that was safe, pleasant, and allowed them to move around freely.

One relative told us: "The environment is always homely and clean with a relaxed atmosphere".

Families were welcomed and able to visit easily throughout the day. Communication with families was proactive and effective, with relatives kept well informed about residents' wellbeing.

Staffing levels ensured people's care was not rushed. Staff across the care home worked well together, with strong communication to provide a coordinated approach to people's care and support. Staff were observed to be skilled and knowledgeable, applying this confidently and safely in day-to-day practice. This contributed to a calm, organised environment where residents' needs were met effectively.

A visiting professional told that: "During our visits, the staff seem happy, knowledgeable and busy all the time. They are also friendly, helpful and approachable".

Residents enjoyed a wide range of organised activities and outings. This provided opportunities for stimulation, enjoyment, and social connection. Residents also benefited from well-established links with the local community, including visits from a local musician, attending football related events, participation in a memory group, and regular interactions with a local nursery. Staff selected activities based on what each resident would find meaningful. This reflected a person centred and thoughtful approach to engagement.

One family member noted: "The care team work hard at providing a range of engaging activities for the majority of the residents and do try to get my relative to engage."

We observed calm, well organised, and supportive mealtimes. Meals were appetising, and residents were supported to choose snacks throughout the day. The chef and staff used their knowledge of people's dietary requirements to ensure their nutritional needs were met. This promoted choice and nutritional wellbeing.

People's support plans contained clear descriptions of their health and care needs, and how they were assisted in decision making. The recording of both day-to-day care and health-related interventions was of a very good standard. Medication was stored, administered, and recorded safely. This supported safe and effective medication management and reduced the risk of error. Routine healthcare was well supported, with individuals attending services such as hearing assessments, dental care, and chiropody. Medication was stored, administered, and recorded safely. This supported safe and effective medication management and

reduced the risk of error.

Staff used their clinical knowledge and assessment tools well and made effective use of the local Care Home Team and other external professionals. This reflected a proactive and preventative approach to maintaining people's health and wellbeing. Feedback from external professionals was largely positive, particularly regarding joint working and communication. However, there was some indication that junior staff may require prompting to initiate referrals. Likewise, not all staff had a good enough understanding of their responsibilities to protect people from harm. This suggested a need to strengthen awareness and confidence among all staff. This could be achieved through targeted supervision, team meetings and ongoing training to promote consistent practice.

We noted many people living at Haddington Care Home had experienced improvements in their emotional and physical wellbeing. Feedback indicated relatives were highly appreciative of the care and support provided to their loved ones.

How good is our leadership?

5 - Very Good

The management structure clearly defined staff roles and responsibilities. The manager reported feeling well supported by both their line management, the leadership team and the wider staff team. The leadership team were described as being approachable, which supported open communication. This led to effective leadership arrangements and a supportive management culture.

The leadership team demonstrated very good day-to-day oversight of people's health and wellbeing, the care home's environment and equipment used. There were comprehensive systems in place to record and monitor key aspects of people's experiences, such as falls and incidents, wound care, the administration of medication, mealtime experiences, and support planning. This was complimented by daily flash meetings and weekly clinical risk meetings. Together these provided a structured approach to the oversight of people's health and wellbeing and contributed to ongoing monitoring and where necessary, escalation of risks. Monthly heads of department meetings promoted communication and positive contributions to people's wellbeing. Together with rigorous quality assurance processes for all aspects of the care home, this supported the high quality of care residents experienced.

Staff recruitment was compliant with safe recruitment practices. This provided assurance that appropriate checks were in place to ensure staff suitability. The weekly dependency analysis of residents' care and support needs was used to ensure staffing levels were responsive to changes in residents' needs. There was good oversight of staff training with staff being offered a range of in house, e- learning and external learning opportunities to suit their roles. Staff were enthusiastic about their role in supporting residents to keep well, enjoy social contact and activities which suited their interests.

A member of staff told us: "I feel very well supported within this team. I feel that I am able to meet the needs of the residents well and am supported when I feel changes are needed. The management team are very responsive and react appropriately to any situation that arises."

Engagement with residents and relatives was strong. Their views were actively sought through meetings and questionnaires, and their feedback was used to inform decisions. Information was regularly shared with relatives through a monthly newsletter. The use of a closed social media group further supported communication and engagement.

A relative told us: "I have been very impressed with the care my relative has been given. Feedback is always

taken on board and I have a good relationship with all the staff I have come into contact with".

Teamwork across the staff groups within Haddington Care Home was highly effective. The leadership team ensured that all staff teams were well informed of organisational developments and their impact on people's wellbeing.

The leadership team used the care home's development plan well to identify and track ongoing improvements. There was clear evidence of a positive learning culture across the leadership team. Any themes identified for improvement were consistently revisited and progressed through ongoing discussions with staff teams. This demonstrated a genuine commitment to continuous improvement.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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