

Overview

The 2022 GSF Care Home of the Year, Hill House, a family-run business, have a strong leadership team, which includes a dedicated manager, palliative care nurse and a dementia nurse specialist. All staff are valued as part of the extended family. Their dedication to those they care for is measured by their competency, expertise, loyalty and longevity.



On-going Learning

Hill House consistently strives to learn from experience and seek guidance to manage unfamiliar conditions to ensure the best possible outcomes. As an affiliated partner with St Christopher's Hospice, for on-going learning and development, Hill House have also contributed to the ECHO system of learning and have led discussion sessions on various topics. Hill House is recognised by local clinicians in the management of palliative care, being able to manage complex cases and often recommended to families in the community for EoLC.

“ I cannot speak highly enough of my experience. Every aspect of care was exceptional. I was treated with respect, warmth and received the highest level of skilled care. I was able to observe that this applied equally to all residents whose individual likes and preferences were catered for with kindness and good humour.
Resident ”

End of Life Care

Hill House excel in end of life care, offering residents consistency, with advance care planning discussions to honour the residents' wishes and how they would like to be cared for in the final weeks and days. The impact of this care is evidenced in the feedback they receive from relatives, who often return as volunteers, as a thank you for the care and support their loved ones received during their time in the care home.

Pandemic

Throughout the covid-19 pandemic, staff at Hill House ensured that the residents still received the same compassionate care at the end of life. Loved ones were present at bedsides, and were able to spend quality time with their relatives before they died.



Sustainability

Hill House has consistently achieved full marks, and has been re-accredited with Platinum status every three years since 2009. In 2022, they were shortlisted as Care Home of the Year for their excellent achievements. GSF is fully embedded throughout the care home and GSF principles and practices are put into place daily. Winning the GSF Care Home of the Year Award in 2022 is a testament to the outstanding care provided by a team of dedicated staff.



Future End of Life Care

Hill House's continuation of excellence in end of life care is being shared with the third generation of family members. They've improved technology and internet facilities, computerised care systems, and energised the home with their enthusiasm. The home continues to embrace technology and investigate sustainability to reduce their carbon footprint.

“ My mother was transferred to Hill House for end of life care. She was extremely frail on admission and her needs were assessed immediately and a care plan developed. Her care was truly outstanding. All the staff were highly professional in addressing her personal needs and she was always clean and comfortable. The staff also demonstrated excellent communication skills both with mum and the whole family.
Relative ”

All of the team at Hill House are eager to continue to improve their skills and understanding by keeping up to date with the many advancements in palliative care, in order to offer support and care to people with complex needs. Hill House endeavors to continue to support their local hospice, through affiliated partnership, sharing knowledge and contributing in discussions and training programmes.

“ GSF is a structured pathway to manage processes, dispelling taboos surrounding death and dying. At Hill House, GSF made us re-evaluate our own practice, being open and honest in our approach to assisting those at the end of their life and in supporting their loved ones.
Registered Manager ”

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