

Hamill Homecare Nurse Agency

The Glasgow Collective
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Type of inspection:
Unannounced

Completed on:
21 August 2024

Service provided by:
Hamill Homecare Limited

Service provider number:
SP2016012694

Service no:
CS2023000030

About the service

Hamill Homecare is a registered Nurse Agency operating in Stirling and Clackmannanshire. The main offices are situated in the centre of Glasgow and Stirling. The provider is Hamill Homecare Limited.

The service supports people who have complex health care needs including neurological disorders, disabilities and injuries.

At the time of the inspection there were three people using the service.

About the inspection

This was an unannounced inspection which took place between 16 July and 21 August 2024. One inspector carried out the inspection. This was the service's first inspection since registering with the care inspectorate in February 2023.

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

In making our evaluations of the service we:

- Spoke with three people using the service and three of their relatives.
- Spoke with one nurse and the manager.
- Spoke with one external professional.
- Reviewed documents.

Key messages

- Those who used the service and their relatives were highly complimentary in their praise and appreciation of the quality of support received.
- People could be confident that the nursing staff who supported them had been appropriately and safely recruited.
- Peoples' health benefitted from effective assessment and person centred care.
- The agency worked collaboratively with others to benefit people who use the service.
- The service was well led and managed by responsive and accessible management.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

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 and staffing?	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

We evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

The agency's policies and procedures, aims and objectives reflected values and principles of the Health and Social Care Standards. This promoted good staff practice and helped ensure that people's care arrangements were undertaken in a way that respected their rights and choices.

The small staff team at Hamill Homecare Nurse Agency comprised of the Registered manager and a Registered Nurse. The agency operated a 24 hour on call service. People experiencing care from the agency told us they were supported by staff who were punctual, caring and attentive. One person told us, "I have confidence in the service's knowledge and competence". A second person commented, "I get to have my opinion. There is great freedom of feedback". People told us they were listened to, treated fairly, with their wishes and preferences respected. All people we spoke to stated they knew who was coming in to provide their care and support and the service communicated any changes to them. This promoted trust and positive relationships which helped secure positive outcomes for people.

Staff worked in partnership with others for the benefit of people who use the service. Positive and effective working relationships with other agencies and health professionals involved in peoples' care helped people keep as well as they could. We were told the communication with the service was very good and the care provided to patients was "fantastic".

The service was outcome focused with a goal of helping people to live well at home, which they did very well. People felt confident staff would recognise changes in their health needs and would share this with the managers and their colleagues. People using the service, relatives and external professionals were confident and reassured any issues and concerns would be addressed professionally and efficiently. This ensured there was confidence in the agency.

People could be confident that arrangements were in place, to ensure staff were appropriately trained and had a clear understanding of their roles and responsibilities to protect people from harm. This included training on Adult Support and Protection, Infection Prevention Control practice, assisting with medication, fire awareness and moving and handling. Training was tailored to individual needs to ensure staff were confident in specialised areas such as Tracheostomy Care, Blood Glucose monitoring and Ventilation. The registered manager placed importance on maintaining and developing clinical knowledge. This helped ensure care and support was delivered in line with best practice guidance.

Medication was managed well. This helped ensure individuals were supported to take the right medication at the right time.

People benefited from a service that was person centred and based on their needs and wishes. Comprehensive assessments were undertaken to establish people's life history, needs and wishes. People experiencing care were fully involved in developing their personal plan. The personal planning and risk assessment documentation we reviewed reflected the detail needed by staff, to deliver support in the way people wanted. This included clear outcomes important to each person. Appropriate reviews were undertaken to ensure people benefited from their planned care interventions. This meant that people could be confident their planned care was right for them.

How good is our leadership and staffing?**5 - Very Good**

We evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

People should be confident that staff are appropriately and safely recruited. Recruitment policies were in accordance with "Safer Recruitment Through Better Recruitment" guidance. This included the right to work, membership of the Protecting Vulnerable Groups scheme (PVG) and confirmation of registration with the Nursing and Midwifery Council (NMC).

People can expect to use a service that is well led and managed. There was an open-door policy in the office which made the management team accessible. We observed good communication between management, nursing staff and people who use the service. Having leaders who are visible and supportive, empowered nursing staff to provide the best possible care for people experiencing care, and their families. The management team demonstrated a good understanding of individuals supported by the service and were committed to ensuring they were well cared for.

People benefit from opportunities to reflect on practice, discuss wellbeing and develop an individual learning and development plan. Regular conversations took place between management and nursing staff, where they could discuss the day to day operation of the agency and future developments. The management made a commitment to formalise these meetings and introduce clinical supervision to enhance the nursing staff's development and support their revalidation with the NMC.

Nursing staff within the agency were qualified to deliver training to external partners and the carers working within their homecare service. This promoted a culture of continuous development, evidenced the agency's commitment to working collaboratively, and further improved practice in order for the organisation to meet people's complex needs. Having nurses with specialist training allowed for effective care to be provided in a time efficient manner. This alleviated pressure on people using the service and other health professionals. Hamill Homecare Nurse Agency were able to provide meaningful person centred care at a time in people's lives when they needed it most.

People should be involved in improving their service. The views of people experiencing care were sought as part of the quality assurance process. They could be confident that any feedback given was used to improve their care and the wider service. People who use the service told us they felt confident and comfortable giving feedback to the agency. This demonstrated that those leading the service understood the value of feedback and were responsive in using learning to improve.

Staff and management demonstrated that they had the skills, capacity, and systems in place to identify risks and drive improvement. They made a commitment to use self-evaluation as a tool to evidence sustainability. At the time of the inspection, policy documentation and the Service Improvement plan were both combined with Hamill Homecare, the Care At Home organisation also owned by the same provider. The plan was well considered and covered all aspects of the service. The provider agreed to consider separating the two organisations documentation to ensure areas of improvement are identified and monitored for each service. This would create a clear distinction and understanding of what each service had achieved and what was being progressed.

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
1.1 People's rights are promoted and respected	5 - Very Good
1.2 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership and staffing?	5 - Very Good
2.1 Safer recruitment principles, vision and values positively inform practice	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
2.3 Staff have the right skills and are confident and competent	5 - Very Good

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