

HRM HOMECARE SERVICES - FALKIRK

Housing Support Service

H R M Homecare Services Ltd
Ironworks Business Centre
Castlelaurie Industrial Estate
Falkirk
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Telephone: 01324 467889

Type of inspection:
Unannounced

Completed on:
10 February 2025

Service provided by:
HRM Homecare Services Ltd

Service provider number:
SP2004006645

Service no:
CS2021000156

About the service

HRM Homecare Services Ltd - Falkirk branch is registered to provide housing support and care at home to people in their own homes. The provider is HRM Homecare Services Ltd. At the time of this inspection, support was being provided to approximately 40 people. The service is organised by a core team based in Falkirk.

The registered manager coordinates the overall running of the service with the assistance of a senior support worker and a coordinator who locally manage the staff team that directly support people. The service also has a Wellness Team which undertakes the role of reviewer, assessor and support planner.

The service's statement of aims and objectives include: "Our primary purpose is to provide a service which enables service users to live as independently as possible in the comfort of their own homes."

About the inspection

This was an unannounced inspection which took place on 5, 6 and 7 February 2025. The inspection was carried out by one inspector from the Care Inspectorate.

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

In making our evaluations of the service we:

- spoke with eight people using the service and two of their relatives.
- spoke with five staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People found the service to be reliable with staff arriving when expected
- People liked the staff supporting them and found them to be very helpful
- People found the service to be easy to contact and responsive to issues raised
- People's views were regularly sought and they were encouraged to influence the service they received in a meaningful way.

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 staff team?	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

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service had a very good structure in place to support people's health and wellbeing. These included communicating well with people in order to find out what they wanted from the service. They gathered good information regarding people's needs which supported good care planning. It was clear from documentation the level of care a person was receiving. A summary sheet made required support clear. This included health information useful for the service to know in order to support the person safely and effectively. There was good interlinking of care plans and risk assessments which helped ensure people were supported in a way that kept staff and people using the service safe.

Staff got to know people using the service and what was important to them well. The service conducted regular courtesy calls to people as well as formal reviews. This meant people had meaningful opportunities to influence the service they were receiving. People were supported by a small number of core staff, meaning they formed good relationships with people supporting them and felt comfortable raising issues with them. One person told us "Very happy with my care which is excellent" whilst another said "They're very good. I'm very well looked after. I think the girls can read my mind, I never have to ask them for anything, they just do it. I have no complaints at all about the service. They are very good to me."

Choice and independence were promoted in the way that support was delivered in a variety of ways. People could choose to have their care plan in a format that suited them, paper or electronic. Similarly they had choice of access to their electronic diary and some family members spoken to found this very useful and it helped to keep them informed. Recording seen was respectful and person centred.

Staff could update information via the service's app quickly. Changes to people's needs were reported to the management team and the wellness team. The service had a daily huddle which aided good follow through from matters arising within the service day-to-day. One person told us: "HRM have been great and are very much on the ball with supporting my relative to contact the GP and ensure he always has enough medication. His support workers are very proactive, ordering pad and night bags when they run out. This helps not only him, but me also. I feel reassured that if I can't see him for a few days, I will be contacted if they have any concerns about his health. I have been given access to his online care plan, which allows me to check in and see how he is. They will prompt things, such as personal care etc, but are aware when his mental health is poor, not to be too pushy." Good relationships had been established with other professionals in the area and the service referred people as appropriate. This meant that people's needs were met by the right amount of people.

How good is our staff team?**5 - Very Good**

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service had robust procedures in place which supported recruitment of staff in line with safer recruitment guidelines. Induction and staffs' probation period lasted 26 weeks and was thorough. Staff had an accompanying workbook which supported good learning and reflection. The process involved regular ongoing training, competency assessment and spot checks. Ad hoc supervisions were arranged when staff needed to go over something again or needed more guidance. This meant people could have confidence in new staff because they were trained, competent, skilled and able to reflect on their practice and follow their professional and organisational codes.

Staff had regular field competency assessments, spot checks and supervision/group supervision throughout the year to progress their professional development. Regular team meetings were held, which gave staff the opportunity to discuss issues arising with their colleagues and keep up-to-date with wider issues within the organisation. A good range of training was available to staff which reflected the needs of people using the service. One staff member said "HRM HomeCare are a very caring, supportive and organised company even though they are busy they always make time for staff and the service users at any cost."

Staff said that they liked working for the service and that they felt supported by the management team. People were supported by a small group of staff who they were familiar with and had got to know well. This helped ensure good consistency and continuity for people using the service. People thought communication was good and the service communicated with them well. One staff member said HRM Homecare Services "promotes people's independence, maintains dignity and choice."

People said the service were reliable. The right number of staff were working with the right skills to support positive outcomes for people.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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