

Home Assessment Team (Hamilton and Clydesdale) Support Service

South Lanarkshire Health and Social Care Partnership, Social Work Resources
Brandongate
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Type of inspection:
Unannounced

Completed on:
7 November 2025

Service provided by:
South Lanarkshire Council

Service provider number:
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Service no:
CS2022000273

About the service

The Home Assessment Team (Hamilton and Clydesdale) is registered to provide support on a short-term basis to adults and older people in need of a reablement service in their home. The provider is South Lanarkshire Council.

The service covers the Hamilton and Lanark areas where staff are based. The registered manager is responsible for Hamilton and, at the time of the inspection, an operations manager was overseeing the Clydesdale side. Each area has team leaders supported by social work assistants, occupational therapists and community support coordinators and assistants. These teams support homecare staff who provide direct care to people. The service works in close partnership with the council's mainstream homecare provision.

The service aims to deliver structured, short-term assistance to people, mainly following hospital discharge. Its purpose is to promote independence within the home environment by offering responsive, person-centred support that helps prevent avoidable hospital admissions.

At the time of inspection, the service was supporting 106 people.

About the inspection

This was an unannounced inspection which took place from 3 - 7 November 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 service was registered.

In making our evaluations of the service we:

- spoke with, or made contact with, 15 people using the service and five relatives
- spoke with 26 staff and management
- observed staff practice during home visits
- reviewed documentation
- considered feedback provided through the service's exit questionnaires completed in 2025 by 69 people, or their relatives, using the service
- considered the returned Care Inspectorate survey questionnaires completed by 9 people using the service, 9 staff and 5 professionals.

Key messages

- People praised the quality of the staff who supported them.
- The care delivered was person-centred and promoted dignity and respect.
- People, and their families, reported positive outcomes and valued the support provided.
- Positive working links with health and social care partners enhanced people's reablement and recovery.
- Improved staff supervision had strengthened staff performance and service quality.

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

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| 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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

People experienced care that upheld their dignity, rights and choice. We observed staff demonstrating compassion and respect in all interactions, contributing to a positive sense of safety and wellbeing. Feedback from people using the service, and their families, was very positive which meant people had confidence in the quality of care and the professionalism of the staff team. Relatives spoke of being contacted about any changes in their relative's health and wellbeing. Feedback we received included:

"I am very happy with the support received. Staff are all nice."

"Regular carers visit, I don't always know who will be visiting, but all are respectful, no concerns at all."

"Best thing since sliced bread."

"We are very grateful for the care and support provided to [relative]."

Staff supported people to maintain independent living wherever possible. People supported told us that staff explained what tasks they were undertaking and promoted self-care, where possible. This supported people to make choices about how they live their lives and maintain independence.

The service used an electronic system to schedule visits and for staff to access care documents in real time. There had been more local control of scheduling since the last inspection and this had enhanced consistency and reduced staff travel time. Staff reported confidence in using the system effectively in their role.

The service demonstrated a good level of responsiveness to changes in people's assessed needs. Where a deterioration or change was identified, care arrangements were promptly adjusted, including increasing the frequency of visits to maintain continuity and stability of support.

People's health and wellbeing outcomes were a focus for the service through direct support and strong partnerships between the service and other health and social care professionals. Weekly multidisciplinary reviews ensured support was adapted to individual needs. This collaborative approach enabled effective, person-centred reablement.

The service faced challenges to manage the volumes of referrals, and complexity of these, within existing resources, causing delays and pressure on teams. A wider homecare review is underway to look at ways to improve service delivery and resource allocation.

Medication support was assessed on an individual basis and clearly documented in personal plans, enabling staff to provide safe and appropriate care. Observations showed that support promoted people's abilities and helped retain independence and self-management skills.

Most people we visited had a person-centred support plan tailored to their needs and aimed at promoting independence. Content varied dependent on when their service commenced. Staff consistently recorded daily notes of the visits. People and their families could access the notes, ensuring transparency, involvement and reassurance that support was responsive and appropriate.

Regular reviews ensured safe and timely transitions to mainstream homecare, or other supports assessed, when appropriate, maintaining continuity of support and promoting the person's wellbeing.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

Staffing arrangements supported consistent care delivery. Local scheduling had helped maintain continuity and allowed preferred carers to visit, where possible, contributing to the positive experiences for people supported.

People consistently reported feeling well cared for and respected. Feedback from the inspection, surveys and exit questionnaires showed high satisfaction with staff, who demonstrated strong understanding of individual needs and a commitment to promoting independence and positive outcomes.

Some staff reported the emotional impact and strain they felt from the volume of referrals, prioritising cases and operational changes made. The management team acknowledged this and were committed to supporting the staff as part of the wider homecare review. Despite this, there remained a strong commitment to the delivery of good quality care, highlighting the need for additional resources and flexibility to meet demand.

Staff received a mix of online and practical in-person training in key areas including moving and assistance, medication, dementia awareness and stoma care. Staff competence was verified through observed practice. This approach promoted continuous development and confidence, enabling staff to deliver safe, person-centred care. People and their families expressed confidence in staff skills, reinforcing positive outcomes.

The staff supervision levels had improved since the last inspection, with these planned more in advance. Staff consistently described supervision as reflective and supportive, and scheduled observations and annual appraisals further strengthened staff practice.

Staff recruitment followed safe practice, and new team members received structured induction with tailored training and shadowing. This approach built confidence and competence, ensuring consistent, high quality care.

Staff wellbeing was promoted and staff reported feeling confident to approach the management team if needed and support would be available. Staff were aware of the provider's other wellbeing supports available to them should they be needed.

Managers, team leaders and coordinators were overall well regarded by staff, who consistently reported feeling supported and able to access help and advice when needed.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure staff who are supporting people are skilled and have opportunities to reflect on their practice. The provider should ensure supervision is delivered in line with the organisation's policy.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes" (HSCS 3.14).

This area for improvement was made on 13 November 2024.

Action taken since then

Since the last inspection, the management team had strengthened and improved arrangements for staff supervision in line with their policy. While some delays occurred within the Clydesdale area due to staff absences and staffing changes, the service had implemented clear plans to ensure all outstanding staff supervision sessions and appraisals are completed promptly.

This area for improvement has been met.

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

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| 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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