

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:
19 November 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 17, 18 and 19 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 the last inspection.

In making our evaluations of the service we:

- spoke with 25 people using the service and their relatives.
- spoke with a number of staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People found management staff to be helpful and responsive
- People found the service easy to make contact with
- People liked the staff supporting them and found them to be well trained and skilled
- People said the service had made a positive impact on their daily life.

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 well is our care and support planned?	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.

People were involved in the planning of their care package with the service. Care plans were person centred and outcome focused. They evidenced that staff listened to people and got to know them well. The service had very good oversight of people's health needs and the level of support they required. One person told us "The girls are absolutely amazing. The office are very good. They listen, I feel involved in his care, in part because we live together but feel involved by HRM too. The contact with them is dead easy and their engagement very good."

People told us they were treated with dignity and respect as were their preferences and choices when their support was being delivered. Whilst visiting people in their homes we observed people being offered choices regarding what they would like to eat and drink and being safely supported to take their medication. Staff washed their hands and paid good attention to hygiene which helped to avoid the spread of avoidable infection. This helped support people's health and wellbeing. People's independence was promoted within their capabilities. People's homes were treated with respect and people were asked if there was anything else they needed before carers left. One person said "To me personally it is very gratifying that his care is provided by compassionate people. It's not a rush in and rush back out scenario. They spend time with him. For me it's a sense of relief that he is looked after. I don't worry about his care. The carers chat to me too. I am happy he receives his personal care from HRM as Dad might not like it being me." One person told us they would like carers to ensure the key safe numbers were muddled after use to ensure the security of their relative's property and we discussed this with the service at feedback.

Accidents and Incidents were appropriately actioned with people receiving the appropriate support from the service. The management team held a daily huddle to ensure good follow through of any issues arising from their on call system. Care plans were then reviewed and updated if necessary to prevent reoccurrence when risk to a person had been identified. Where people had a health condition which meant they had variable functioning the service should include more detail within people's care plans to better support staff to provide responsive care.

People's views were sought in a variety of ways including pre assessment, initial review, courtesy calls, six month reviews, field observations, on call and service user surveys. The service could use these processes to ensure that people's contact details were regularly updated. People thought that the service had had a positive impact on their quality of life, saying:

- "It's fantastic this support. He receives two visits daily, and three on a Wednesday. The visits are morning and evening we know he's safe as he's being looked in at both ends of the day."
- "It has definitely helped him. We couldn't do without them."
- "Absolutely positive, especially on his mental wellbeing. It meets his needs."
- "It's been definitely much easier all round and if I ask for more I receive it. It meets his needs just now."

People generally found the consistency of their carers to be good and liked the staff supporting them. Staff were well trained, skilled and had enough time to support people without feeling rushed. Rotas seen also showed good consistency and people found the service to be reliable. People told us:

- "It's the reliability. We know it's going to happen. It has never failed and there is always cover if someone is ill."
- "It's a combination of several factors: they are amazing at chatting, as is Dad, they always appear to have time; it's never just a tick box exercise. It's about compassion and friendliness...My Dad really likes them."
- "He is not rushed. The girls are probably rushed but they try to spend a minute or so for a chat with him. They are not just in and out. They stop to engage with him, and you can see them stop and think if anything else is needed."
- "Yes they do. He is never rushed. They rather cajole him and spend time with him and tempt him with food."

The service had well established relationships with the local multi-disciplinary team and worked collaboratively to effect positive outcomes for people. People thought that communication with the service was very good, saying "They encourage dialogue as they like to resolve issues" and "I am 100% happy. The communication is good. Everything gets worked out."

How well is our care and support planned?

5 - Very Good

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

Quality Indicator: 5.2 Carers, friends and family members are encouraged to be involved

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.

People received a welcome pack upon starting to use the service which provided them with information (including contact information) regarding the service. A service user agreement was in place which made it clear what people could expect from each other.

People's family and friends (with appropriate consents) had access to the service's care planning app. This contains daily notes, care plans, risk assessments and a messaging service. It was open and transparent and kept people informed. People could request a paper copy and this preference was discussed at the initial assessment by the service and revisited at review to ensure people remained involved and informed in the way they wished. People generally found this to be a good way of working with the service on a day-to-day basis but a small number of people felt the service did not always respond as quickly as they would like. People told us "I do feel included and involved. If I want to change something it just takes a quick phone call and it is added", whilst another said "My daughter and I were involved. We do feel included and listened to."

If issues arose with people's support they were able to raise concerns with the company's wellness team to discuss any concerns which they may not wish to escalate to a formal complaint but where they desired to see improvement. Only one such concern had been raised with the service since the last inspection. Additionally families could utilise the service's complaints procedure if they had concerns about care. Complaints were taken seriously and investigated in line with the company's policy. Again, these were few in number.

People could book slots with the wellness team to pass on compliments and to discuss supports out with the remit of the organisation including access to local supports. Links to national initiatives and charities were available to people via the company's website. This is a relatively new initiative and initial feedback was positive.

Service user surveys gave people further opportunity to give their views regarding the service.

Reviews could be arranged flexibly in alternative formats to suit people's routines and lives. This promoted people's contribution to shaping and developing the care that is delivered.

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 well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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