

HRM HOMECARE SERVICES - RENFREWSHIRE

Housing Support Service

H R M Homecare Services
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Type of inspection:
Unannounced

Completed on:
7 November 2025

Service provided by:
HRM Homecare Services Ltd

Service provider number:
SP2004006645

Service no:
CS2021000153

About the service

HRM Homecare Services - Renfrewshire is registered to provide housing support and care at home to people in their own homes. At the time of this inspection, support was being provided to around 47 people, most of whom were older people.

The service is organised by a core team based in Kilmarnock.

The registered manager coordinates the overall running of the service with the assistance of a service manager and care co-ordinators, who locally manage the staff teams that directly support people. The service has a Wellness Team which undertakes the roles of assessing, reviewing and support planning.

About the inspection

This was an unannounced inspection which took place on 3, 4, and 5 November 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

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

In making our evaluations of the service we:

- spoke with 11 people using the service and four of their family members
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- considered the returned Care Inspectorate survey questionnaires completed by five people using the service, two relatives and three staff.

Key messages

- People received compassionate care from committed staff.
- There was good continuity of care from staff who knew people well.
- Good training and mentoring strengthened staff skills.
- Medication administration processes required 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

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| How well do we support people's wellbeing? | 3 - Adequate |
| 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?

3 - Adequate

We evaluated this key question as adequate. There were a number of strengths in how people's health and wellbeing benefited from their care and support. However, weaknesses in medication management presented risks to people's safety and wellbeing.

People consistently received care from the same staff, which resulted in high levels of trust and confidence. People told us they enjoyed positive relationships with their carers. Staff spoke kindly and respectfully, and people described them as friendly and committed. People told us the care made a real difference to their lives. One person said, "I feel safe with the care I get." Another commented, "The girls make such a difference to my daily life." This indicated that care was not only meeting peoples needs but also improving people's quality of life and sense of safety.

The service had a dedicated team of wellbeing officers who carried out assessments and reviews. Wellness officers were motivated and enthusiastic; they played a key role in identifying people's needs and ensuring care plans were aligned with individual preferences and changing circumstances. Their involvement meant people's needs were recognised early and care was adapted quickly. This proactive approach helped build confidence in the service.

Care documents were completed in a person-centred way, with clear summaries of people's needs, preferences, and routines. Care plans and risk assessments showed the service had effective systems to ensure care was tailored, and people's daily lives were respected. This gave people confidence that their care reflected what mattered most to them.

Reviews of care plans were conducted regularly, ensuring any changes in people's needs were identified and addressed promptly. Staff sought feedback from people and their families to support ongoing improvement and ensure that care remained tailored to their needs. This meant people could influence their care. People felt listened to, which strengthened trust in the service.

Medication records were not always up to date, which created confusion for carers when administering medicines. Some staff did not understand the guidance for managing medication. This meant people were at risk of receiving medicines incorrectly, which could affect their health and wellbeing. When people's medication had changed, for example due to a new prescription, staff were required to inform the office of these changes. We saw that this did not always happen. As a result, the electronic medication administration record did not match the medicines in people's homes. This meant we could not be confident that people received their medicines safely or as prescribed. (See requirement 1).

Requirements

1. By 16 January 2026, the provider must ensure that the medication management policy is followed consistently by staff. This is to ensure that people receive the right medication at the right time. To do this, the provider must strengthen systems to check staff understanding and competency in medication practice. At a minimum:

- a) Implement regular observed practice to confirm that staff can administer medicines as prescribed.
- b) Ensure medication administration records (MARs) are accurate and updated in a timely way to reflect the medication prescribed.

- c) Ensure effective communication systems are in to ensure that changes in medication are recorded promptly and consistently.
- d) Ensure that all staff receive sufficient training to safely administer medication in people's homes.

This is to comply with SSI 2011/210 Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'My care and support meets my needs and is right for me'. (HSCS 1.19) and 'I have confidence in people because they are trained, competent, and skilled, are able to reflect their practice and follow their professional and organisational codes' (HSCS 3.14).

How good is our staff team?

5 – Very Good

We evaluated this key question as very good. We found significant strengths in staff skills, and teamwork which had a positive impact on people's experiences and outcomes.

Staff told us they enjoyed working for the service and felt well supported by their managers. Staff had a good understanding of the people they supported and developed positive relationships. This extended to people's families. We observed positive interactions between staff, people supported and their families. Feedback from people was very positive. Comments included: "I am happy with the support I get. The staff are all very nice." This indicated that people felt comfortable with staff who were providing their care and support.

An effective scheduling system ensured continuity of care. People consistently saw familiar staff, which gave them reassurance and helped build trust. Staff knew people's routines and preferences well, which meant care was delivered in a way that respected individuals and promoted independence.

Recruitment of staff followed safe recruitment guidance. New staff had a detailed and structured induction which included training and shadowing opportunities adapted to individual needs, helping staff build confidence and competence. Workers sponsored from overseas were also supported very effectively, with additional training and guidance provided for these staff. The provider went to great lengths to make sponsored workers welcome and to help them settle and adapt. This contributed to a committed and competent workforce.

Training systems for existing staff were well organised, and compliance rates were high. Staff received training through a mix of online and face-to-face sessions. Key training areas were covered, including dementia care, moving and assistance, and adult support and protection. Training records were regularly monitored. Staff were supported to gain qualifications for their professional registration, helping ensure safe and competent care delivery in these areas.

Some staff found it difficult to attend team meetings in person due to the office location and distance. In response to this, the service was developing a blended approach, with some meetings held in person and others delivered remotely. This will give staff more flexible opportunities to engage in supervision and team discussions, helping ensure that information is shared consistently and care remains responsive to people's needs.

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? | 3 - Adequate |
| 1.3 People's health and wellbeing benefits from their care and support | 3 - Adequate |
| 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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