

# Hamilton Home Care Service Housing Support Service

Social Work Resources  
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**Type of inspection:**  
Unannounced

**Completed on:**  
5 December 2025

**Service provided by:**  
South Lanarkshire Council

**Service provider number:**  
SP2003003481

**Service no:**  
CS2004073570

## About the service

Hamilton Home Care Service is registered to provide a housing support and care at home service to people living in the community. The service provider is South Lanarkshire Council. The service operates from an office base situated in Hamilton.

Support is provided to people with a range of support needs in their own homes across Hamilton and the surrounding areas. This includes support with various healthcare needs, personal care and assistance, medication support and practical assistance to live independently.

At the time of the inspection, the service was providing support to 400 people.

## About the inspection

This was an unannounced inspection which took place between 2 and 5 December 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 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 31 people using the service and seven relatives/family members
- spoke with 18 staff and management
- spoke with one professional.
- observed practice and daily life
- reviewed documents.

We also looked at responses to our surveys returned from 25 people receiving care from the service.

## Key messages

- People, overall, experienced support with compassion, dignity and respect.
- People praised the quality of the staff who supported them.
- People receiving support, and their relatives, expressed appreciation for the service provided.
- Staff demonstrated a clear understanding of how to meet people's needs.
- Staff expressed job satisfaction and a sense of being valued and appreciated.

## 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

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 consistently told us that staff were kind and considerate. We observed warm and positive interactions between staff and those receiving care, where individuals were treated with dignity and compassion. This approach helped people develop trusting relationships and experience meaningful connections.

People, overall, told us that they were very happy with the support they received, and that staff were really caring and friendly. People and their relatives told us:

"I would be lost without them [staff]."

"They [staff] are so kind and patient with me."

"They [staff] are like my guardian angels."

"Sometimes they [staff] are the only people I see, but they always make me smile and I look forward to them visiting."

"They [staff] know my wife so well and they are so kind and considerate with her. I don't know what I would do without them."

"Regular carers are very good and no complaints whatsoever with them."

"Communication is excellent and they always keep me informed if there are any concerns."

Some less positive comments received included: "I need a consistency in the time and the staff visiting" and "Feel too many changes to staff visiting." The management team was responsive to improving in these areas.

Staff showed genuine empathy and compassion when talking to us about the people they supported. This meant that people were valued for their individuality and treated with dignity and respect.

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

Health monitoring and communication were effective. Daily notes recorded health observations, meals and changes in condition and were easy for staff to review. This helped staff identify concerns quickly and respond appropriately. Staff worked closely with health professionals, including district nurses, to ensure care was consistent and coordinated. Communication between teams supported timely interventions so that people received the right care at the right time.

Families consistently told us the service communicated very well, keeping them informed about any changes or concerns. Staff were proactive and attentive, alert to even subtle changes in people's health and wellbeing, and acted promptly to escalate concerns. This gave families confidence that issues were addressed before they became serious.

Personal plans sampled were person-centred and detailed what was important to people receiving care. Plans used first-person language and clearly documented preferences and routines, such as morning activities, medication support and dietary choices. Comprehensive personal plans included daily routines, health and wellbeing needs, risk assessments and goals and outcomes. Regular six-monthly care reviews were taking place and ensured people and families had a say in how support was delivered. This approach promoted dignity, autonomy and independence.

People's medication support needs were assessed and consistently recorded in their personal plans. Staff received training in medication administration to ensure staff could provide safe and appropriate support. We observed staff promoting independence during medication assistance, helping individuals to retain skills while receiving personalised care.

The service added value beyond core tasks by introducing creative writing and storytelling activities linked to international celebration days. This approach encouraged social interaction, supported cognitive stimulation and contributed to emotional wellbeing. In addition, a falls prevention programme offered a five-week course for people at risk of falling, with evidence showing improved fitness and confidence. Both initiatives enhanced quality of life and demonstrated a strong commitment to holistic care.

## 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.

Feedback received from individuals and relatives consistently indicated that they felt well cared for and treated with respect by staff. The majority of comments gathered during the inspection, and through surveys, reflected high levels of satisfaction with the care and support provided by visiting staff.

Staff had a clear understanding of how and when to escalate issues or concerns they may have to their line managers or health professionals, ensuring timely interventions.

Since the last inspection, the service had implemented some structural changes including the appointment of new team leaders, coordinators and additional home carers. The scheduling team is now fully integrated within the service with ongoing work to enhance operational understanding through scheduling staff shadowing home care visits/runs and attending team meetings.

Staff received a range of training including online and practical training in areas such as moving and assisting, adult support and protection and infection control. Observations of practice were carried out with staff to ensure they were competent to support people safely. Training records were maintained and updated upon completion with management having oversight of these. A staff training plan was in place. These measures promoted continuous development, resulting in staff who felt confident, skilled and able to deliver safe, person-centred care.

Staff reported feeling encouraged and motivated in their roles. Effective communication was evident through team meetings, updates and supervision sessions.

Regular supervision sessions and annual appraisals were in place. Sampled records showed these were reflective and supportive, with agreed actions documented and signed by both parties. Staff valued these opportunities to review their role, and wellbeing was prioritised throughout.

Staff consistently told us they felt valued and listened to, and that their wellbeing was a clear priority within the service. This helped create a supportive environment where staff were supported to deliver good quality care.

Staff wellbeing was actively supported through both formal processes such as supervision and appraisals, and informal approaches that encouraged open communication and peer support. A range of wellbeing initiatives were promoted throughout the year including creative story writing and poems with people supported, walking challenges and 10 days of happiness. Feedback was very positive about the impact these initiatives can have.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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