

# HRM Homecare Services Ltd - South West Branch (1) Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
25 February 2026

**Service provided by:**  
HRM Homecare Services Ltd

**Service provider number:**  
SP2004006645

**Service no:**  
CS2009232697

## About the service

HRM Homecare Services - South West Branch (1) 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 133 people. The service is organised by a core team based in Glasgow.

The registered manager coordinated the overall running of the service with the assistance of the service manager, coordinators, and senior carers who locally manage the staff teams that directly support people. The service also had a wellness team which undertakes the role of reviewer, assessor, and support planner.

## About the inspection

This was an unannounced inspection which took place on 17, 18, 19, 20, 23, and 24 February 2026. 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 15 people using the service and 26 of their family members, we also had 18 pre-inspection surveys returned
- spoke with 16 staff and management and had 13 pre-inspection surveys returned
- observed practice and daily life
- reviewed documents
- had feedback from three professionals.

**Key messages**

- People think highly of the staff who support them.
- People have small, consistent teams to support them which has encouraged staff and people they support to get to know each other and build trust.
- Staff have very good support from the management team.
- Care plans are very detailed and personalised.

**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 leadership?	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

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.

We had 18 pre-inspection surveys returned from people using the service and their families. When asked the question "Overall, I am happy with the care and support I experience from this service" nine agreed and nine strongly agreed.

We spoke with 15 people using the service either face-to-face or by telephone. They were all very happy with the service they received, particularly the small, consistent teams of staff who supported them. Having consistent staff provided opportunities for individuals and staff to build relationships and trust and is beneficial to their health and wellbeing.

We also spoke with 26 relatives who agreed the small, consistent teams had made a big difference to the care and support provided. Some of their comments were: "I like that it is consistent, same people - core group of eight girls. They know my relative very well and if something is wrong they'll phone me and let me know" and "Absolute consistency - been lucky enough to have the same carers from the beginning. They know [relative] well and are able to notice any subtle changes in [them], skin, etc."

We visited eight people who used this service. We observed warm, friendly, and respectful interactions between staff and the person being assisted. When we spoke with staff we were assured they knew people well and the way they preferred their support to be carried out.

The support people received was personalised to meet their health and wellbeing needs which contributed to them remaining in their homes. Staff encouraged people to continue to do whatever tasks they could with support offered, where appropriate. This may help people maintain their independence and life skills for as long as possible.

People could be assured that medication systems were robust and monitored to ensure people received the right medication at the right time. Staff received training in medication management with their competency assessed before carrying out this task on their own.

Staff received a range of training to make sure they had the right knowledge to meet people's needs and keep them safe. Training completion levels were very high which reflected a strong commitment to staff development. Evaluations made sure training was fit for purpose and provided effective guidance and skills needed to build staff confidence when carrying out their role.

## How good is our leadership?

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.

The operational compliance audits provided a detailed overview of what was happening in the service, from six-monthly reviews and accidents to staff supervision and complaints. This provided the management team with a clear picture of what was going well and any areas that could be better. The branch improvement plan then identified actions to be taken to ensure the service continued to improve.

We had 13 pre-inspection surveys returned from staff. When asked the question "I feel well supported and confident in carrying out my role" three agreed and 10 strongly agreed. Staff we spoke with all told us they felt fully supported by the management team. If they had any issue or were not sure of something they could call the office and would always get the support they needed. Staff told us there was good teamwork and we observed this when we shadowed two staff working together. Staff also helped each other by being flexible in response to changing situations, such as staff sickness, to ensure care and support was consistent and stable.

People could be assured staff were safely recruited as the provider had robust recruitment procedures in place. New staff inductions supported the learning and development of skills and knowledge over six months. This included shadowing experienced staff, competency checks, and supervision. This process ensured staff were competent to support people safely.

### How well is our care and support planned?

**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.

When the pre-inspection survey asked the question "I am fully involved in my care and support, including developing and reviewing my personal plan" 18 people using the service and their families responded. The results showed seven strongly agreed, 10 agreed, and one didn't know.

The initial assessment included the person and their family members, if appropriate. This ensured a routine was then developed to support the person's needs but to also ensure their independence was promoted, whenever possible.

Support plans provided a real sense of the person through detailed individualised recordings. They were person-centred with clear guidance around how to support people in the way they wanted. This provided consistency, which is important for people with certain conditions. Plans were reviewed monthly and changed, if necessary, to make sure it remained relevant and up-to-date.

In order to adhere to legislation, six-monthly reviews were taking place and these were up-to-date. The review meeting gave everyone involved in the person's support an opportunity to come together to discuss the care plan and if it continued to meet the person's changing needs. The plan would then be updated to ensure any changes were made.

### 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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