

# HRM HOMECARE SERVICES - RENFREWSHIRE

## Housing Support Service

H R M Homecare Services  
75 London Road  
KILMARNOCK  
KA3 7BP

Telephone: 01563 570980

**Type of inspection:**  
Unannounced

**Completed on:**  
3 March 2026

**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 40 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.

## About the inspection

This was an unannounced follow-up inspection which took place on 2 and 3 March 2026, between 07:00 and 20:00. The inspection was carried out by one inspector from the Care Inspectorate.

The inspection focused on a requirement made at the previous inspection which took place on 7 November 2025. We evaluated how the service had addressed this to improve outcomes for people.

In making our evaluations of the service we:

- spoke with six people using the service and one relative
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- Staff practice and training in relation to medication had improved.
- Medication records did not always match the medication being given.
- Further action is needed to ensure medication is administered and recorded safely.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 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:

- Implement regular observed practice to confirm that staff can administer medicines as prescribed.
- Ensure medication administration records (MARs) are accurate and updated in a timely way to reflect the medication prescribed.
- Ensure effective communication systems are in place to ensure that changes in medication are recorded promptly and consistently.
- 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).

**This requirement was made on 7 November 2025.**

#### Action taken on previous requirement

Overall, the service had made some progress with this requirement, but important areas still needed improvement to ensure medication was administered safely and consistently.

The service had undertaken observations of staff practice in the management of medication. A toolkit was used for the observation of staff practice and all staff had been observed. This toolkit had been updated to cover each step of the medication process. The training officer had also observed coordinators to ensure the approach was being applied in a consistent way. These changes increased oversight of how well medication tasks were being carried out.

Training records showed that all staff who administered medication had completed the required training. Staff said they found the training helpful. Training had been delivered through a mix of face-to-face sessions and eLearning, with refresher updates taking place as required. This helped to ensure staff had the knowledge they needed to carry out medication tasks safely.

During our visits to people's homes, we observed people having their medication administered. A number of Medication Administration Records (MARs) did not match the medication that was administered at the time of our visits. We also looked at the process for updating MARs when a prescription changed. We found that this did not always happen promptly, which meant staff did not always have accurate or current information to follow. This increased the risk of mistakes such as missed or incorrect doses.

**This requirement has not been met, and we have agreed an extension until 22 April 2026.**

**Not met**

## 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)

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.