

# HRM HOMECARE SERVICES - NORTH LANARKSHIRE

## Housing Support Service

HRM Homecare Services Ltd  
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**Type of inspection:**  
Unannounced

**Completed on:**  
26 June 2025

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

**Service provider number:**  
SP2004006645

**Service no:**  
CS2021000150

## About the service

HRM Homecare Services- North Lanarkshire is registered to provide housing support and care at home to people in their own homes. It has five staff teams based in Bellshill, Coatbridge, Wishaw, Airdrie and Viewpark. Since our last inspection, the service has located to new offices in Glasgow, close to the North Lanarkshire area.

At the time of our inspection the service provided support to 142 people.

The provider is HRM Homecare Services Ltd. The provider states its aims as follows:

'To provide high-quality care to the local population and beyond, meeting individual needs in a safe, caring, effective and responsive environment by a well-led workforce with the skills, knowledge and resources to meet the Health and Social Care Standards.'

## About the inspection

This was an unannounced inspection which took place on 24, 25 and 26 June 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 eight people using the service and six of their family members
- spoke with nine staff and management
- reviewed documents
- communicated with two care professionals familiar with the service.

## Key messages

- People were highly satisfied with the support they received.
- They were supported by staff they knew, at regular times.
- Supports were regularly reviewed to ensure they continued to benefit people.
- Staff were committed to providing quality care.
- Staff were well trained and supported by regular supervision, team meetings and spot checks.
- The service worked well with other agencies to help achieve positive outcomes for people.

## 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 valued the support they received from HRM North Lanarkshire. They told us care staff treated them and their homes with respect. Staff were regarded as skilled and competent in how they delivered support. Supports included personal care and support with medications.

From conversations with people, their families and from looking at care records we were assured that the service kept people safe as well as promoting their independence, health and wellbeing. People were encouraged to move and do things for themselves, where possible, to keep active. Staff were knowledgeable about people's specific health conditions and how it affected the individual. They provided people with choice on how they wanted to be supported.

We learned of some instances where staff had to deal with serious health emergencies. The staff acted calmly, professionally and communicated relevant information to health professionals. This resulted in positive outcomes for the people concerned. Care professionals told us that the service and care staff made a positive difference to people's lives. They were consulted appropriately and any guidance they provided was followed by the service.

Comments from people supported and family member included:

'I love my wee carers. Never had any problems with them. They seem to be well versed, well trained.'

'Honestly faultless. Seamless. No complaints.'

'Couldn't manage without them, continuation of care very good because of reliability. Staff support me, just by chatting.'

The service was in regular contact with people and family members to check arrangements were working as intended. Where changes were required these were quickly put into place. This was in addition to the service being obliged to do six-monthly reviews of care which also took place. This approach ensured people continued to get the right support for them to achieve positive outcomes in their lives.

**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.

We interviewed a number of staff including frontline care staff and office-based managers and supervisory staff. We also looked at staff records including training.

Staff enjoyed working with HRM North Lanarkshire. Some staff had left for other care services and returned for reasons including believing this service provided better care for people. Staff told us that they felt well supported by their managers.

Systems were in place to ensure staff received training appropriate to their role. Staff told us they benefitted from this training and compliance rates were very high. We were satisfied that frontline staff knew their responsibilities in keeping vulnerable people safe and were confident in how to raise concerns. They also demonstrated understanding of providing support with medication, supporting people to move safely and good infection control practice.

Regular supervision and team meetings provided management and staff to discuss the welfare of people supported, developmental needs of staff and updates relating to policies and procedures. The service also undertook direct observations of staff practice or 'spot checks'. These provided assurance that staff were providing quality care to people. Staff told us they recognised the purpose of these checks and valued the feedback given to them following these.

Staff as well as people supported and families told us that, with very few exceptions, they had sufficient time to give the assistance required. This consistency of support helps people achieve outcomes important to them.

**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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