

Hamill Homecare Support Service

225-227 Gallowgate
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Telephone: 07817 100045

Type of inspection: Announced (short notice)
Inspection completed on: 5 April 2017

Service provided by:
Hamill Homecare Limited

Service provider number:
SP2016012694

Care service number:
CS2015342626

About the service

Hamill Homecare is a support service (care at home) and was registered with the Care inspectorate in April 2016. The service is managed and run by the named provider. It is registered to provide a service to adults and older people with physical disabilities and mental health issues living in their own homes.

Hamill Homecare offers a wide range of personal care and support, including assistance with washing, dressing medication management and continence management.

The office base is situated near the centre of Glasgow.

At the time of inspection there were two people using this service.

The provider also intends that nursing care will be provided to people living in their own homes. Consequently, a nurse agency was registered separately as this type of care cannot be delivered under a support service registration. The nurse agency was not considered as part of this inspection.

The provider's website describes the service as, "premium, personalised and tender care you can trust within the comfort of your own home".

What people told us

We received two completed care standard questionnaires from both people using the service and their family carers. We also met each of the supported individuals with their family carer during home visits. From this feedback, we were struck by the high regard everyone had for the service and the positive difference people said it was making to the supported individual's life. Comments included,

"Consistency of carers best thing, on time"

"Do not feel rushed time to do personal care and have breakfast"

"I know who is coming in...you know what time they are coming; previous provider, we did not know when they were coming"

"Treat him with respect, they are pleasant"

"It is ran very well"

"Its that wee personal aspect. I was a nurse myself. Their standards are good"

"The good standard of care has assisted his recovery"

"Superb. Come at exact time every day. No fuss, no mess"

"Don't have to tell them to do anything"

"Manager phones here to see how things are going"

"They all do what you want"

"Makes you feel fit in your own life"

"See a positive difference in service compared with last one"

"Never been short of the two staff"

"Feel lucky, they stay for as long as he needs them"

"Pick up on issues of skin care quickly".

Self assessment

We did not request a self assessment on this occasion.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

At the time of this first inspection, Hamill Homecare was a small service with only two people currently being supported. We could see that this led to a service focused on the needs and wishes of the person. For instance, the continuity of having regular staff providing the individual's care and support was a benefit. There was follow through on the person's choices, preferences, daily routines and expectations. Staff knew each person well. The manager was also more readily available than in a larger service and this allowed people to have direct discussions with her leading to a highly satisfied client group. We were pleased to note that the manager was determined to maintain the person centred nature of the service in the future as client numbers increase.

Hamill Homecare had developed a welcome pack of information for prospective service individuals and their families. This included service brochures and a client handbook, informing people about the aims of the service and what they could expect. It also contained information about participation and how to make a complaint.

People we spoke with during this inspection were very happy with the care and support provided. We also found an enthusiastic staff team who felt valued and well supported in their work and consequently were proud of working in this service.

We observed staff interactions with their clients and family members. We could see that relationships were based on mutual respect, warm and friendly banter while maintaining a professional approach. Feedback from people indicated that the atmosphere and organisation of the service nurtured the person's good health and well being.

Care visits lasted no less than an hour. This meant that people did not feel rushed and were treated with dignity and respect as an individual. Supported individuals and family members described the service as reliable and flexible.

Medication management systems were sampled and found to be maintained in an accountable manner.

The service's IT system was linked to smartphone app technology. This led to easy rota planning, close monitoring of staff whereabouts, efficient daily record keeping and appropriate communication with care staff out in the field. We could see how this led to improved client outcomes. We discussed with the manager how supported individuals could gain access to their electronically stored daily records if they wished and we were pleased that she agreed to take this issue on board.

As this is a relatively new service, the manager was still developing systems and processes such as participation and quality assurance methods. In terms of care and support, some paperwork sampled was general in nature and not person centred on the specific needs of the individual. This meant that some care plans were better than others in providing staff with a clear picture of the individual. We discussed with the manager the potential for care plans to be more person centred and outcome focused as attention to this would better reflect and inform the person centred care and support that we could see was being provided in practice.

The manager may find the following guidance and on line resources helpful:

- Talking Points from Joint Improvement Team (Available at, <http://www.jitscotland.org.uk/resource/talking-points-personal-outcomes-approach-practical-guide/>)
- Meaningful and Measurable - Recording Outcomes in Support Planning and Review from the Joint Improvement Team (Available at, <http://www.jitscotland.org.uk/resource/meaningful-and-measurable-recording-outcomes-in-support-planning-and-review/>)
- Helen Sanderson Associates (Available at, <http://helensandersonassociates.co.uk>)

Risk assessments and review paperwork should also be clearly dated and signed to show agreement with supported individuals or their representative and copies provided.

Manager's idea of involving care staff in the review process was a good one and could usefully include care staff in the care planning process as well.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Everyone we spoke with told us that having regular staff meant continuity of care as staff knew the person and could make sure they received the support they needed. People we spoke with commented on how the team had the right values and how they promoted an ethos of trust and respect.

Staff impressed as enthusiastic, person centred and committed to ensuring the best outcomes for people who use the service. This was reflected in one staff questionnaire response: "I feel that we deliver a high level of person centred care. I am very lucky to be doing a job I love with a company that wants to do that bit more for its clients by delivering the best care it can".

The manager's practice of only recruiting staff with a minimum three year's experience in health and social care meant that staff had a solid underpinning knowledge of their role. We sampled staff personnel records and could see that safer recruitment procedures were followed in line with good practice guidance.

We discussed with the manager how the interview process for new staff could better explore the candidate's values and skills and assess motivation and competence to work in this care at home service. We also discussed the benefits of finding appropriate ways to involve people who use the service and family carers in the recruitment and ongoing training of staff. The manager agreed to address these areas for improvement.

Staff described the manager as approachable and supportive, adopting an 'open door' policy. They had received adult protection training and the majority were familiar with the whistleblowing policy. They described an open culture where issues of concern could be raised and would be dealt with appropriately.

We discussed with the manager the need to develop and formalise staff performance systems going forward. This included, the introduction of team meetings, individual staff supervision sessions and introducing direct observation of staff practice. Such approaches would contribute to quality assurance systems and, in the case of direct observations, support service user/family carer participation in assessing the quality of staffing. In addition, these staff performance systems would enhance and help maintain the desired team spirit and team ethic.

Staff were offered relevant training through online modular courses across a broad range of topics, including specialised training in line with service user needs. The staff handbook familiarised them with key policies and procedures. The introduction of team meetings and supervision, as noted above, would also offer the opportunity to keep staff up to date with developments in their field of work, such as discussion of online resources and good practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Everyone we spoke with described the service as very well led and managed. The manager routinely spoke with families and actively encouraged them to give their views. People we spoke with commented on the manager's medical background, her focus on providing a service of the highest quality and how these characteristics gave them reassurance about the care and support provided.

Effective IT systems were in place which assisted the smooth running of the service and provided a measure of quality assurance.

We found the manager to be open to good practice. Her responses demonstrated sound principles of management and leadership, the service's capacity for continuous improvement and a desire to grow the business in a planned and appropriate manner.

People who used the service and staff had the opportunity to make comment about the service's performance through a survey questionnaire. Providing ways to involve external stakeholder agencies in assessing the quality of service provided should also be considered and introduced.

The service was relatively new and was still in the process of developing and consolidating quality assurance systems. To support this, we discussed with the manager the development of a service development plan with involvement from all stakeholders. A development plan would inform and direct self assessment processes and the continuous improvement agenda and contribute to strong leadership values across the whole service.

Formalising quality assurance processes through a comprehensive policy document was another area for improvement discussed with the manager.

Comments made under the other quality themes have also had a bearing on our evaluation of this quality theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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