

Hamill Homecare Support Service

Glasgow Collective
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Type of inspection:
Unannounced

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22 August 2023

Service provided by:
Hamill Homecare Limited

Service provider number:
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Service no:
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 offers care and support to adults and older people living in their own home who have physical disabilities, learning disabilities, dementia, and complex care needs. Care and support includes personal care, meal preparation, assistance and administration of medication, respite at home, social support, overnight care, and complex care.

The main offices are situated in the centre of Glasgow and Stirling.

The service currently operates in Stirlingshire, (central and rural) Dunblane, and Falkirk.

At the time of the inspection there were 33 people using the service.

About the inspection

This was an unannounced inspection which took place between 17, 18 and 21 August 2023. Two inspectors from Care Inspectorate carried out the inspection.

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 four people using the service and four of their friends and family members
- spoke with six staff members and the manager
- spoke with three external professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People who use the service were fulsome in their praise and appreciation of the quality of support.
- People experienced a reliable and punctual service from a stable staff team.
- Staff were skilled and knowledgeable about people's needs and preferences.
- An electronic management system ensured access to comprehensive personal plans and care records.
- People's health benefited from effective assessment and links with other agencies.
- The service was well led and managed by a responsive and accessible manager.
- Effective quality assurance and management oversight ensured consistently high levels of satisfaction.

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?	6 - Excellent
How good is our leadership?	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?

6 - Excellent

We evaluated this key question as excellent, as the service demonstrated a track record of effective practice and very high-quality care.

We found that Hamill Homecare were making a positive difference to people's lives and supporting people to achieve their chosen outcomes. Feedback confirmed the service excelled at making sure people's care was flexible, reliable, and personal to them.

We observed a team of dedicated and caring staff who demonstrated a warm, friendly, and respectful approach. Everyone we talked to told us that staff excelled in their communication skills and were genuine, kind, and compassionate in their interactions. People gave us numerous examples of how this had a positive effect on their lives, such as; "Mum calls them her angels. I think they are wonderful and caring, and I couldn't ask for a better provider for mum." A second person told us, "Nothing is too much bother for the staff. They are polite, courteous, and responsive." We were told by a relative there was an access issue, and staff waited at the front door for over an hour offering reassurance until the problem was resolved. The skills, knowledge, and rapport of staff promoted trust and positive relationships which helped secure excellent outcomes for people.

The service was clearly committed to supporting agreed outcomes for people. People experiencing care told us that staff were excellent at providing care and support on a personalised level. People and their relatives confirmed they knew who were coming in to provide their support, and this was communicated either by email or post on a weekly basis. The service used an electronic system to record the time of arrival and departure of staff. This enabled the manager to monitor and audit punctuality and time spent on visits in real time. The management team contacted people in advance if a planned visit was five minutes outwith their scheduled time. This ensured people were confident of a reliable and punctual service. We received consistent feedback from those experiencing care and their families that staff were prompt and dependable.

People benefited from a service that was person centred and based on their needs and wishes. Comprehensive assessments were undertaken to establish people's life history, needs, and wishes. People experiencing care were fully involved in developing their personal plan. The personal planning and risk assessment documentation we reviewed reflected the detail needed by staff to deliver support in the way people wanted. This included clear outcomes important to each person. Personal plans demonstrated that the service placed importance on promoting independence. Where the service was required to support with socialisation needs, we saw that people were encouraged to access their local community. Staff told us that they were allocated sufficient time to support people according to their needs.

Appropriate reviews were undertaken to ensure people benefited from their planned care interventions. This meant that people could be confident their planned care was right for them.

People experienced high quality care because staff had the required information and resources. A particular strength of the service was the electronic management system used. It ensured staff had access to current information about people's needs, presentation, and the care and support delivered. Staff were required to confirm they had read and understood people's care needs and wishes before providing support. This meant people experienced stability in their care and consistent support from staff who knew their needs, choices, and wishes.

Medication was managed well. This helped ensure individuals were supported to take the right medication at the right time, and promoted health and wellbeing.

Staff worked in partnership with others for the benefit of people who use the service. Positive and effective working relationships with other agencies and health professionals involved in people's care helped people keep as well as they could. There was overwhelmingly positive feedback about the services' professionalism, values, and ability to meet people's varied and complex needs. Hamill Homecare was well regarded by health and social care agencies as being experienced in managing complex care needs. One external agency told us, "Hamill Homecare offer alternative solutions and always ensure the shift is covered, they never leave someone without care." A second agency commented, "Hamill Homecare staff are approachable, very easy to work with, and communication is frequent."

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, because performance demonstrated major strengths that supported positive outcomes for people. There were very few areas for improvement.

People can expect to use a service that is well led and managed.

The management team demonstrated a very good understanding of individuals supported by the service, and were committed to ensuring they received a consistently high quality service. People who experience care, relatives, and staff spoke highly of the manager and administration team. We heard they were accessible and responsive. An on-call system ensured people who experience care and staff could be confident that any concerns were promptly responded to.

People should be involved in improving their service. The views of people experiencing care were sought as part of the quality assurance process. They could be confident that any feedback given was used to improve their care and the wider service. Staff told us they felt confident and comfortable giving feedback to the managers. This demonstrated that those leading the service understood the value of feedback, and were responsive in using learning to improve.

People could be confident of a culture of continuous improvement. The management system helped managers to closely monitor the start and finish times, and records of support delivered in real time. This meant that people who experience care, relatives, and managers could be confident that people received the right support at the right time.

Where unplanned events occurred, this meant that people could be assured that managers were able to respond appropriately to reduce potential risk of harm to people who experience care.

It is important that people experiencing care are supported by competent, skilled, and trained staff. It was clear the management team placed importance on having a well-trained staff team. Staff had benefited from very good training opportunities to develop their skills and knowledge. This included an annual clinical skills training day to support the care of those with more complex needs.

Managers carried out spot checks to ensure the care being delivered was of the highest quality and supported people's wellbeing. Staff confirmed that feedback was provided which helped to improve their practice. There were annual appraisals carried out, where the manager and staff member could analyse their performance at work, and offered staff the opportunity to discuss their development, review their progress, and discuss wider work issues.

Using robust recruitment procedures is important for ensuring people who use the service are adequately protected. We saw that when new staff were recruited relevant checks were made to ascertain qualifications, experience, and background. However, management must ensure references are consistently requested from the most recent employer. The manager gave a commitment to this. Appropriate arrangements were in place to ensure that staff were registered with the Scottish Social Services Council (SSSC) who regulate the social care workforce.

It was practice to employ individuals with previous care experience. People benefited from a robust induction to prepare them fully for their role. This included agency workers. This helped to promote consistent practice across the service.

Staff and management demonstrated that they had the skills, capacity, and systems in place to identify risks and drive improvement. There was a comprehensive service improvement plan. This plan was well considered and covered all aspects of the service. The manager planned to undertake a self-evaluation linked to the Care Inspectorate quality framework to support existing quality assurance processes.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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