

## Oban Community Carers Ltd Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
11 October 2023

**Service provided by:**  
Oban Community Carers Ltd

**Service provider number:**  
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**Service no:**  
CS2017361753

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Oban Community Carers Ltd is a privately owned service providing support to older people in their own homes and in the community. It operates in and around the Oban area. It has been registered with the Care Inspectorate since May 2018.

The service's aims are: "To provide a high quality of care to older people in the comfort of their own home."

## About the inspection

This was an announced (short notice) inspection, which took place between 10:00 on 10 October 2023 and 13:30 on 11 October 2023. The inspection was carried out by one inspector 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. There were nine people using the service at the time of the inspection. In making our evaluations of the service we:

- Spoke with four people who use the service and four relatives of people who use the service.
- Spoke with four staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with two external professionals who know the service well.

## Key messages

- Management met individual's needs because they knew people extremely well.
- People who use the service consistently received support when they expected it.
- People who use the service consistently received support by staff they knew well.
- Relatives felt included in the support provided to their loved ones.
- Staff were very positive about the support they received from management.

## 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

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.

Staff had positive working relationships with people who use the service. This was possible because people viewed them as supportive, respectful and reliable. People told us - "I've no complaints about anything, everything is first class. I've never been as well looked after." We saw interactions between staff and people who use the service which were warm and friendly. As a result of the support they received, people continued to feel safe within their own homes.

The service meaningfully involved relatives in planning their loved one's care and support. All of the feedback we received from relatives was clear, if the service had any concerns they would act quickly and would keep them informed. One relative wrote "the service was able to identify early indications of illness and secure medical assistance from the GP practice, often resulting in early and appropriate interventions, mitigating the effects of her illness, wherever possible." As a result of the quality of the support relatives were reassured.

The service systematically sought feedback from both the people who use the service and their relatives. This included regular reviews, annual questionnaires and visits (at least monthly) by the manager to check everything was as it should be. The service made amendments where possible, feedback was so positive there were few changes requested.

The service has comprehensive care plans which state clearly how people who use the service wish to be supported and recognises them as experts of their own experience. For example: "(my relative) made it clear she was determined to live independently as long as she could (the manager) and her team worked together to enable this, right to (my relatives) last moment."

The service makes appropriate arrangements if someone no longer has capacity to manage their own support plans. They do this by ensuring the correct assessments have been carried out and certificates are either in place or are requested. As a result, the service ensures peoples' rights are respected.

Staff are given clear guidance to ensure they are knowledgeable and recognise actual incidents of harm, neglect and abuse through training, supervision and team meetings. We saw records which demonstrated well-balanced discussions took place during supervision. Knowledgeable staff help keep people safe.

The service has robust procedures in place to give people the right level of individualised support with their medication. These procedures include a comprehensive medication policy along with suitable training and regular audits. As a result, people received the right level of support to take the correct medication at the right time to meet their health needs.

We saw staff encourage people they were supporting to remain as physically active as it was possible for them to be. They did this by encouraging their movement and not doing things for people that they were capable of doing for themselves. It is good practice to encourage physical exercise as it helps people maintain the physical capability to remain as independent as possible for as long as possible.

**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.

Leadership was strong with managers leading by example. Managers knew everyone who used the service well because they met with them before the service started supporting them. Managers visited people at least monthly to ensure that everything was as it should be, they also cover staff annual leave and sickness. As a result, staff have confidence in their management and trust their judgement.

People feel confident giving feedback because they know this is welcomed and responded to in a spirit of partnership. The feedback we received was like the feedback the service got in their questionnaires, unanimously positive. This made it difficult for management to identify areas for improvement. It was discussed at feedback that the Care Inspectorate's Quality Framework for housing support services may assist management identify areas to be developed.

Leaders communicate clearly with external professionals. We saw examples of the HSCP care at home monitoring forms which found the service met all the needs of the people they were supported. As a result, the service had a good reputation locally. Professionals we spoke with trusted that leaders of the service care about the people they support and will do their best for them.

The service has robust policies which guide staff on how to support people. Management are effective at communicating these to staff. We saw examples of staff and supervision meetings where policies and best practice issues are discussed with staff to support their understanding and ensure consistency across the service. As a result, people felt confident about all the staff who supported them.

The service has effective quality assurance processes in place. The care coordinator will work shifts with different members of staff to ensure standards are consistent and staff feel supported. The manager will visit each person who uses the service at least monthly and sign the care plans within people homes to confirm that she has checked they are up to date and amended where required. As a result, if people needed something it was arranged quickly. One adult told us, "I just said the rubbers on my walker were worn last night and they had the OT out this morning with new ones."

Leaders are constructive when sharing feedback from people who use the service and their relatives. We saw examples of this in minutes of meetings. It is important that staff receive feedback, so they feel valued for the work they do. Staff we spoke with were very positive about their work.

The service should amend their safer recruitment policy to include that if a second appropriate work reference is not available or a returned reference only includes employment dates a third reference should be requested which could be a character reference. We discussed this during the inspection and the manager agreed to add this.

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

### Areas for improvement

#### Previous area for improvement 1

The provider should develop an improvement plan. This should include:

How it will measure the impact of its support on people including use of care reviews, how it will obtain and evaluate feedback from people, families and others with an interest in its work and staff development including training and SSSC registration.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes." HSCS 4.19

**This area for improvement was made on 1 May 2019.**

#### Action taken since then

The service has a number of methods for gathering feedback from the people who use the service and their families. These include regular care reviews, annual questionnaires, monthly management visits, informal quality assurance phone calls. All the feedback we received was positive about the amount of communication they received from the service.

The service had progressed its opportunities for management and staff to become registered with the SSSC and then meet the conditions of their registrations.

The service clearly supports people to achieve good outcomes, they could capture these better by using the Care Inspectorate's guide to self assessment.

**This area for improvement has been 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	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

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