

# Shellach View Care Home Service

Oban

**Type of inspection:**  
Unannounced

**Completed on:**  
10 November 2025

**Service provided by:**  
Argyll and Bute Council

**Service provider number:**  
SP2003003373

**Service no:**  
CS2003000461

## About the service

Shellach View is a Residential Children's House which is owned and managed by Argyll and Bute Council.

The service accommodates up to six children and young people, and is located in Oban. The property is a spacious purpose built single storey house with a large enclosed garden.

## About the inspection

This was an unannounced inspection which took place on 10 November 2025 between 11.30 am and 7 pm.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to strive to meet the promise. No new evaluations (grades) have been awarded. This inspection is called a promise assurance inspection. It focusses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the promise foundation headings of; 'Voice', 'Care', and 'People'.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

We confirmed that the service continued to have the rights and voices of children and young people at the heart of their care and support. We know this because on this inspection we:

- Reviewed survey responses from three young people, 10 professionals, and four members of staff.
- Spoke with three young people using the service and received feedback from one family member.
- Spoke with two members of staff and management.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

### Voice

There was a culture of involvement which ensured that young people's views and wishes remained at the forefront of every day experiences. Young people told us about effective key working and personal planning which made sure their voice was heard. They said that staff spoke up for them and advocated to positively impact decisions about what was important to them. We looked at personal plans that were highly individualised and were clearly shaped by their own wishes. This approach helped to enable young people to have more control over their care.

### Care

Positive, respectful relationships with young people were central to daily life in the house. Staff worked hard to promote individualised care, through detailed knowledge and understanding of all young people's needs and wishes. This helped to improve young people's self confidence and willingness to try and succeed through education and employment. Time with family and friends was also fully enabled and this supported young people to maintain a sense of belonging, where they chose to stay in touch with people who were important to them. When asked about what could be better at Shellach View, young people said, 'I don't think anything could be better'.

### People

Managers and staff worked closely with partners to ensure young people's needs, views and wishes were known and understood. Through regular visits to the house and during formal review of their care, young people had routine opportunities to speak with adults who could help them to make progress and achieve positive outcomes. In instances where communication from partners, had faltered, young people asked for help to raise their concern and receive a satisfactory response. Strong leadership and a culture of putting young people first, made sure that they benefitted from consistent high quality care and support.

## 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).

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