

## Oban Community Carers Ltd Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
27 November 2025

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

**Service provider number:**  
SP2017013013

**Service no:**  
CS2017361753

## About the service

Oban Community Carers Ltd is a privately owned service registered to provide a care at home service to older people in their own homes in the local community. It has been registered with the Care Inspectorate since May 2018.

## About the inspection

This was an unannounced inspection, which took place on 26 and 27 November. 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 10 people using the service at the time of the inspection.

In making our evaluations of the service we:

- spoke with six people who use the service and two relatives of people who use the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with one external professional who knew the service well
- considered the returned Care Inspectorate survey questionnaires completed by six people using the service, three staff, and two professionals.

## Key messages

- Staff were kind, skilled and respectful.
- People received safe and reliable care.
- Care plans were up to date, clear and person focused.
- Families were actively involved in care planning and reviews.
- Risks were assessed thoroughly.

## 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
How well is our care and support planned?	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 experiencing care should expect that their health and wellbeing are actively promoted through safe, compassionate, and person-centred support.

Staff interacted warmly with people supported. Staff spoke confidently about their role and clearly understood people's needs and preferences. People told us they were supported by staff who were familiar to them, and we saw that relationships were positive and caring. Families told us they were confident in the care provided and felt their loved ones were safe and supported to live fulfilling lives.

Staff were well trained and motivated, and people described feeling valued and supported by the team and the manager. One person said "I really love my carers. My life is so much better because of the support I receive." This showed us that the service had a significant and positive impact on people's quality of life.

Medication was managed safely. Records relating to the administration of medicines were completed correctly and audited monthly by the manager. Medication assessments were detailed and tailored to individual needs, and relevant documentation was present where people lacked capacity. This gave people and families confidence that medication was managed consistently and reduced risks to health and wellbeing.

Risk assessments were comprehensive and covered medication, moving and handling, environmental factors, and person-specific risks. Where risks to people's wellbeing or safety were identified, these had been appropriately recorded and clearly outlined the actions staff should take to mitigate risk. This ensured people were supported to take positive risks while remaining safe, enabling them to maintain independence and enjoy meaningful activities.

Accidents and incidents were recorded and reviewed appropriately. The service had reflected on the very small number of incidents that had taken place, and identified lessons learned. These were shared with staff to improve practice. This approach helped ensure that people remained safe and that any future risks were reduced.

Feedback from people using the service and their families was consistently positive. People praised the high quality of support and the effective communication from the service. This was highlighted by people receiving support, their relatives, staff, and external professionals. Carers were described as gentle, kind, reliable and attentive, and the manager was recognised for "going the extra mile." One family member told us "We feel reassured knowing our relative is cared for with such kindness and respect." It was clear that people felt valued, respected and well cared for, which had a positive impact on their quality of life.

## How good is our staff team?

5 - Very Good

We found significant strengths in staffing levels, skill mix, deployment, and teamwork, which supported positive outcomes for people. Therefore, we evaluated this key question as very good.

People experiencing care should expect that their needs are met by staff who are sufficient in number, well trained, and supported to deliver safe and consistent care. We saw that people were supported by a core group of carers. This meant that people knew their carers well, providing familiarity and reassurance. Staff were punctual and reliable.

Communication systems were effective, including the use of a safe messaging app. Managers were actively involved in the delivery of care and maintained strong oversight of practice. This helped ensure consistency and quality.

Supervision of staff took place every eight weeks. Records were detailed and well structured, covering observation of practice, feedback, and training needs. This meant staff were supported to reflect on their work and continue to develop their skills. Training for staff was well established, and staff described training as relevant and helpful.

The team culture was highly valued by staff, and staff expressed high job satisfaction and loyalty. One staff member said "This place is brilliant. They are so supportive of their staff and that makes me want to stay." Staff felt that their wellbeing was valued and that managers were responsive to individual circumstances. This contributed to the high levels of staff morale observed, and to the low level of staff turnover. People benefitted from being supported by a consistent staff team that worked well together.

### How well is our care and support planned?

**5 - Very Good**

We found significant strengths in how care was assessed, planned, delivered, and reviewed to meet people's needs, wishes and rights. Therefore, we evaluated this key question as very good.

People experiencing care should expect that their care plans are detailed, up to date, and reflect what matters most to them. People's care plans were current, clear and person focused. Care plans included a personal history, details of individual communication needs, and outcomes, and clearly outlined tasks for each visit with specific actions required. Care plans were written in a way that was easy to understand and showed clearly how people wanted their care provided. Communication information contained in the care plans ensured staff knew how best to engage with each person.

Formal reviews of care plans took place every six months, with informal reviews every two months. Minutes were structured around wellbeing and outcomes and captured people's own words. Families and representatives were actively involved in developing and reviewing plans, ensuring that care was collaborative and reflected individual preferences. Feedback on care planning was overwhelmingly positive. One relative praised how they had been involved in their loved one's care planning and said that regular updates were essential for their confidence in the service.

We saw that care and support was delivered in line with these plans, and that staff respected people's choices and wishes.

### 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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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