

Carr Gomm Argyll & Bute Homecare Support Service

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Type of inspection:
Unannounced

Completed on:
11 February 2026

Service provided by:
Carr Gomm

Service provider number:
SP2003002607

Service no:
CS2021000228

About the service

Carr Gomm Argyll & Bute Homecare is a registered care at home service providing support to adults living in their own homes. The service supports adults who may have physical disabilities, mental health needs, learning disabilities, and older people.

The service operates across Argyll and Bute, with three staff teams permanently based in the Dunoon, Rothesay, and Lochgilphead areas, as well as mobile teams in Oban and Campbeltown.

At the time of inspection there were 305 people being supported by the service.

About the inspection

This was an unannounced inspection which took place between 29 January and 11 February 2026 between 09:00 and 20:00. The inspection was carried out by three inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service, and intelligence gathered since the service was registered.

In making our evaluations of the service we:

- spoke with 37 people using the service and nine of their family members
- spoke with 33 staff and management
- spoke with six visiting professionals
- observed practice and daily life
- reviewed documents
- considered the returned Care Inspectorate survey questionnaires completed by 59 people using the service, 18 staff, and five visiting professionals.

Key messages

- People experienced warm, respectful care from staff who supported them with kindness and compassion.
- Stable staff teams helped people feel reassured, comfortable and well known by staff.
- Staff responded quickly to changes in people's health, helping keep them safe and well at home.
- People's medication was managed safely by skilled, confident staff.

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

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 evaluated this key question as very good because we found significant strengths in how the service supported people's health and wellbeing. These strengths made a clear and positive difference to people's daily lives and helped them feel safe, respected and well supported at home.

People experienced care from staff who were warm, calm and attentive. Many told us the service helped them feel more settled and less anxious, especially those living alone or going through changes in their health. People described their carers as "wonderful" and "very kind and respectful," and several said they looked forward to their visits because staff "always listen" and never seemed rushed. Families agreed, with one relative saying the carers were "fantastic" and that they "couldn't have managed without them."

During visits, staff took time to speak with people and ask how they were feeling. Staff worked at a pace that suited people. Staff explained what they were doing and offered choices throughout support, which helped people feel listened to and in control of their day.

Support was delivered by stable staff teams. This meant people regularly saw the same staff and developed trusting relationships with staff who knew their routines, preferences and communication needs well. For people receiving care during a difficult or uncertain time, these familiar relationships helped them feel reassured and comfortable.

The service had begun introducing digital care plans, including short videos recorded with the person explaining how they wished to be supported. This helped staff understand the person's personality and preferences directly from them. This approach supported more consistent, personalised care and helped new staff quickly understand what mattered most to the individual, which strengthened continuity and protected people's routines.

Staff supported people's safety and wellbeing through thoughtful and reliable care practices. They used people's preferred names, checked the home environment for hazards and communicated clearly during moving and handling tasks. These behaviours helped reduce risks such as falls. Staff were also attentive to changes such as increased tiredness, reduced mobility or signs of infection. They passed concerns on quickly to health professionals. This meant people received timely medical support when required.

People who required their medication to be administered were supported by staff who were well trained and who administered medication safely and calmly. This helped people feel confident that their medication was being managed correctly. Families said this gave them reassurance.

Support with meals and drinks was carried out in a practical and respectful way. Staff prepared food the way people liked it and offered gentle encouragement when needed. This meant people were able to enjoy their meals without feeling rushed or pressured.

Staff encouraged people to stay active and involved in familiar daily tasks wherever possible. Staff interactions with people, chatting to them about their day, and supporting them to complete simple day-to-day activities helped people maintain confidence and continue doing things that were important to them. People returning home after a hospital stay told us the support they received helped them rebuild strength and independence quickly.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good because staffing levels, skill mix and deployment consistently supported safe, reliable and person-centred care. These strengths ensured people received support they could depend on.

People benefited from a stable and familiar staff team. Staff told us they valued the relationships they built with people, and this was clear in how relaxed and comfortable people appeared during visits.

Staffing arrangements were planned effectively to ensure predictable schedules. This meant that staff were well known to the people that they supported. In almost all cases, staff arrived on time and stayed for the full length of the visit. There were no patterns of missed or late visits. Staff had sufficient time to deliver care calmly and without rushing. This helped people feel reassured that their needs would be met.

Out of hours support was well managed. Staff knew how to contact managers for guidance if required, and managers responded quickly. This helped ensure people received safe and responsive care at all times, including when unexpected issues arose at any time of the day. Overnight support was arranged to avoid lone working whenever possible, and procedures were followed when lone working could not be avoided.

The culture within the service was positive. Staff morale was high, and staff described managers as approachable and supportive. They felt confident raising concerns and knew issues would be acted on. One area had been without a manager for a period of time. However, a new manager was now in post and staff told us this had improved communication and stability in the team.

Training and development were effective. Staff received regular training in dementia, medication, moving and handling, and adult support and protection. Competency checks helped maintain safe practice. Many staff said their SVQ training strengthened their skills and confidence, and the in-house training was widely praised. This meant people were supported by staff with the right skills to deliver safe and person-centred care.

Teamwork across the service was very effective. Staff communicated well during double-up visits and used daily notes to share updates. Staff returning from time off checked notes before restarting visits, helping ensure continuity. The service also worked closely with health and social care partners, enabling quick responses to changes in people's needs. As a result, people consistently received safe, coordinated care that felt seamless, even when their needs changed or different staff were involved.

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 ensure people know in advance who will be providing their support, and if any changes are made to people's support, they are kept informed. This is to prevent unnecessary anxiety.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I know who provides my care and support on a day-to-day basis and what they are expected to do. If possible, I can have a say on who provides my care and support' (HSCS 3.11).

This area for improvement was made on 30 April 2024.

Action taken since then

The service now asks people both at the start of care and during reviews, whether they wish to be contacted in advance about changes to their support. These preferences are recorded, and the office contacts people whenever appropriate.

An app has also been introduced, allowing people and their relatives to view, in real time, who will be providing support and at what time. People reported that this increased their sense of reassurance and helped them feel more informed.

This area for improvement is met.

Previous area for improvement 2

To ensure that each person's support is delivered in a way that is right for them, the manager should ensure that reviews of people's care plans are carried out, reviews take place at least six monthly, or sooner if the person's circumstances change.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

This area for improvement was made on 30 April 2024.

Action taken since then

For people receiving support in the Bute, Dunoon, Oban, and Lochgilphead areas, reviews were completed every six months.

At the time of inspection, a small number of reviews were overdue in the Campbeltown area. The service had identified this and had a clear plan in place to bring reviews up to date. We asked managers to ensure reviews continue to be maintained within required timescales.

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.

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

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