

# Gortanvogie Residential Home Care Home Service

Gortanvogie Road  
Bowmore  
Isle of Islay  
PA43 7JB

Telephone: 01496 810 338

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

**Completed on:**  
27 January 2025

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

**Service provider number:**  
SP2003003373

**Service no:**  
CS2003000447

## About the service

On this occasion we carried out a virtual inspection via MS Teams.

Gortanvogie Residential Home is registered as a care home for older people. This rural service is owned and managed by Argyll and Bute Health and Social Care Partnership.

The service is situated in Bowmore on Islay and the island's cottage hospital is housed in the adjacent building. There is some sharing of resources and access to facilities management for laundry, meals and domestic services.

Each room has its own en suite facilities. There is an open-plan dining room and lounge, as well as smaller quiet rooms available. Parking is available within the grounds.

The care home provides 24-hour residential care for up to 16 older people, this includes one place for short-term respite care. Ten people were using the service during this inspection.

## About the inspection

This was a short notice announced follow up inspection which took place on 27 January 2025 at 11am. This follow up inspection focused on the requirements and areas for improvement made during the previous inspection on 15 August 2024, and evaluated how the service had addressed these to improve outcomes for people.

It 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.

In making our evaluations of the service we:

- spoke with the manager of the service.

## Key messages

- Some progress has been made with the requirements made at the last inspection.
- Previous areas for improvement had been met.

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

### Requirements

#### Requirement 1

By 2 December 2024.

The provider must ensure that appropriate audits are carried out within the service. This is to ensure a culture of continuous improvement, underpinned by robust and transparent quality assurance processes.

To do this, the provider must, at a minimum:

- a) ensure an assessment of the service's performance is completed through effective audit systems;
- b) ensure where areas for improvement are identified through audits, action plans are put in place and implemented.
- c) ensure all staff are accountable for and carry out the required remedial actions set out within action plans.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

'I benefit from a culture of continuous improvement, with the organisation having comprehensive and transparent quality assurance processes' (HSCS 4.19).

**This requirement was made on 19 August 2024.**

#### Action taken on previous requirement

The manager had started to develop quality assurance systems in the service, however there were insufficient audits in place in order to complete a full assessment and ensure their effectiveness.

A new risk assessment for people had been put in place; however, this had not yet been part of any audit. A new dependency assessment for people, and mealtime recorded observations had been partly produced, but was not yet completed. Other areas that would evidence the quality of service provision, such as medication audits and training audits, were still ongoing.

New personal plans for people experiencing care had been introduced throughout Argyll and Bute, including Gortanvogie, however, these were a recent introduction, and there had been no audits of these to date, and therefore no action plans in place.

Personal accountability has been discussed with the staff team; however, the manager recognises that more input will be required from senior staff in order for the whole team to have a good understanding of this and how it impacts on their role.

This requirement has not been met and we have agreed an extension until 2 April 2025.

**Not met**

## Requirement 2

By 2 December 2024.

The provider must ensure people experiencing care receive support from staff with sufficient skills and knowledge.

To do this, the provider must, at a minimum:

- a) ensure training needs of all staff are assessed.
- b) ensure a comprehensive plan of training is developed and delivered. This must include, but not limited to, Adult Support and Protection, Infection Prevention and Control, Dementia Care and Medication.
- c) ensure the training plan is reviewed to reflect the ongoing training required to equip staff to meet the individual mental and physical health needs of people experiencing care.
- d) ensure there is a programme in place for observation of staff practice and supervision where this can be discussed.

This is to comply with Section 7 and Section 8 of the Health and Care (Staffing) (Scotland) Act 2019.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSC 3.14).

**This requirement was made on 19 August 2024.**

### Action taken on previous requirement

There had been no evaluation in the service of the training required by staff. A new training database was being developed by the health and Social Care Partnership and this will be applicable to all staff in the service. Adult support and protection and Dementia training are being added to the database. These training options will be mandatory and added to the induction process for new staff. However, this is still a plan in progress.

The manager should have easy access to this to ensure they can see who still has to complete the training required for good practice in particular areas of care, or who needs updated training.

There are currently two staff members undertaking medication training that is available from the Scottish Social Service Council.

Observations of staff practice are now taking place. Where there are issues noted by senior staff then these are addressed at the time, and then discussed later in personal supervision. These are currently verbal conversations with staff and there was no written evidence. In order to meet this area of the requirement they must be recorded and available in written form.

This requirement has not been met and we have agreed an extension until 2 April 2025.

**Not met**

## 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 offer regular person-centred activities appropriate for each resident. The programme should promote the choices and aspirations of each resident. Resident involvement in activities should be recorded in an outcome focussed way to enable evaluation of the activity.

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

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

**This area for improvement was made on 19 August 2024.**

#### Action taken since then

People were consulted around the type of activities they might enjoy. There are now in-house activities taking place in the service. These range from card playing and other table games, artistic activities, as well as knitting and baking. People living there have become particularly interested in the baking and are becoming competitive in trying to remember old recipes.

An electronic "interactive table" was gifted to the service. People enjoy playing this and it's an attractive and interesting item that improves dexterity in both mind and body.

An array of items have been purchased for the large garden area. Several people are looking forward to becoming involved in this as they enjoy gardening, and will be able to grow and cultivate plants from seed. Gardening also engages the local community and schools with the care home.

When people participate in these activities it was recorded within their personal plans. This encourages discussion with people and allows for evaluation of the activities success and further consultation.

This area for improvement has been met.

#### Previous area for improvement 2

The provider should ensure that information on people's needs and care is all kept together. This is to ensure that carers and health professionals can easily access different areas of the care plan and see what actions are preferred by the person in support.

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

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

**This area for improvement was made on 19 August 2024.**

**Action taken since then**

All of the information on people's needs and care is now kept in one office area, such as medications, personal plans and information on skin bundles. These were all stored securely and ensured that internal and/or external staff did not have to move between rooms to access different information on each person. This meant that there was less likelihood of errors being made by staff, as all information was now easily accessible to them.

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).

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