

# Glencruitten Hostel

## School Care Accommodation Service

Dalintart Drive  
Oban  
PA34 4EF

Telephone: 01631 562 895

**Type of inspection:**  
Unannounced

**Completed on:**  
15 July 2025

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

**Service provider number:**  
SP2003003373

**Service no:**  
CS2006130205

## About the service

Glencruitten Hostel is managed by Argyll and Bute Council. The hostel provides accommodation for up to 73 children and young people attending Oban High School, who live too far away to travel daily to school. Young people from the islands of Colonsay, Iona, Mull, Coll and Easdale, may stay at the hostel.

The hostel is located in Oban and is within easy reach of local shops and transport links. The accommodation comprises ample communal space, which offers young people the opportunity to share space with others. Facilities include a large open plan lounge, dining room, study room, and a number of smaller areas for relaxation. Sleeping arrangements are restricted to separate boy and girl accommodation. Bedrooms are located on upper floors and bathing and toileting facilities are available.

## About the inspection

This was an unannounced inspection which took place on 9, 10 & 11 June 2025. The inspection was carried out by two inspectors 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 18 young people using the service. We received 41 responses to our survey from young people and 13 from parents/carers.
- Spoke with seven members of staff and management.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

- A small number of young people's experiences of living in the hostel, could have been better.
- In specific instances, ineffective communication and collaboration limited the ability of staff to provide safe care, to young people at risk of harm.
- A range of daily practices had improved.
- There was a continued focus on the quality of food.
- The quality and functionality of the environment had improved.
- Leadership was positive and staff morale was high.
- Quality assurance practices were driving improvement.

## 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 children and young people's rights and wellbeing?	3 - Adequate
--	--------------

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support children and young people's rights and wellbeing?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

A small number of young people who responded to our survey, told us that they didn't feel safe living in the hostel and a similar number, commented that they didn't feel that bullying was always dealt with quickly and sensitively, so that it stopped. In our discussions with 18 young people, no-one responded to our questions in ways that indicated concern about their safety and wellbeing, while living at the hostel. Again, in the survey, a small number of young people said that they didn't feel they could approach a trusted member of staff, if they needed support with a personal issue, the vast majority of young people said they had good relationships with all staff and with their key workers, about whom almost all young people were very positive.

Almost all parents who provided their views, appreciated the opportunities for their children to develop independence skills and make good relationships with others. Access to local resources were also seen as beneficial to their child's development. A small number of parents were dissatisfied with their child's overall experience of the hostel.

The provider demonstrated that in most instances, young people's safety and wellbeing was well supported. However, in specific circumstances, ineffective communication and collaboration between partner agencies, compromised the ability of staff to provide informed support to those affected. Upon review of the requirement, which was repeated at the last inspection, we found that current evidence did not provide assurance of the safety of those young people at risk of harm. We have once again repeated the requirement which identifies the need for child protection procedures to be implemented effectively, including multi agency risk assessment, to safeguard young people (see requirement 1).

In more general terms, we found good progress had been made to a wide range of every day practices in the hostel. More regular opportunities to meet and discuss young people's needs and wishes, meant that staff had a well developed understanding of all young people. Allocated key workers and those assigned on a daily basis to specific young people, also enabled positive relationships to be developed with young people. In almost all instances, young people knew and liked their key worker.

We also found that the approach to planned activities was more robust and this provided young people with improved opportunities to socialise, increase their confidence and take part in their interests. A key part of the success of activity planning in the hostel, was the active participation by staff and this whole team approach, was a notable improvement.

Similarly, by taking a closer look also at the experiences of young people and by asking for their ideas, the environment had an improved appearance and functionality. A breakfast bar and additional signage, encouraged young people to think differently about their dining experience and young people's ideas were continually sought, resulting in a new games room, with a darts oche and a dance floor, helping to foster social skills and promote overall wellbeing. The use of creative visual supports throughout the hostel, had improved the general 'feel' of the experience for young people.

Another area which the staff team considered to be of support in their work with young people, was that of gathering pre arrival information. A developed enrolment procedure, encouraged receipt of essential information, by asking parents and young people to help provide important information at an early stage.

By asking about the best ways to support young people, staff were more able to tailor care and support to their needs and help to reduce anxieties and initiate new relationships.

There continued to be long held views about the quality of food, with some young people expressing that they felt it had improved. We were aware of the efforts of the catering team to provide nutritious and creative meals for young people and of work already underway, to more closely monitor the experiences of young people, in relation to daily meals. As this was in it's infancy, we will review progress at the next inspection.

The commitment to staff training was well received by all members of the team. We found that staff had participated in a wide range of developmental training, aimed at improving practice and outcomes for young people. Staff spoke about supportive leadership and how this was positively influencing their practice and morale. We observed that the manager had excelled in her ability to bring everyone together for a common purpose. Staff felt valued and young people commented too that they observed 'happier staff' and about 'knowing where you stand now as they work as a team. They are not as strict, more fair'.

Quality assurance and monitoring of the experiences and outcomes for young people was routinely explored through personal planning, consultation, key working and improvement planning. For example, personal plans overall had improved but we advised that further work was needed, to ensure that all relevant information, was consistently outlined in SMART plans. We also highlighted the importance of ensuring that risk assessments are updated to include all known risk. We advised the provider that the current risk assessment tool should be replaced with a more suitable form of assessment.

## Requirements

1. By 14 August 2025, the provider must ensure the safety and wellbeing of all children and young people.

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

a) Ensure that child protection procedures are implemented effectively, including that multi agency risk assessment informs the care and support of all young people.

This is to comply with Regulation 4(1)(b) (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 different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18) and

'I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

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

### Requirements

#### Requirement 1

By 31 December 2024, the provider must ensure the safety and wellbeing of all children and young people.

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

a) Ensure that child protection procedures are implemented effectively, including that multi agency risk assessment informs the care and support of all young people.

This is to comply with Regulation 4(1)(b) (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 different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18) and

'I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

**This requirement was made on 6 December 2023 and repeated on 10 December 2024.**

**This requirement was made on 10 December 2024.**

#### Action taken on previous requirement

The provider had not satisfied this requirement. In specific circumstances, ineffective communication and collaboration between partner agencies, compromised the ability of staff to provide for the safe care of young people at risk of harm.

This requirement had not been met and we agreed an extension until 14 August 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

To ensure young people are not disadvantaged in relation to their learning, or in their social and family connections, the provider should fully address the challenges associated with connectivity to wifi technology in the hostel.

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

'If I experience 24 hour care, I am connected, including access to a telephone, radio, tv and the internet' (HSCS, 5.10).

**This area for improvement was made on 10 December 2024.**

#### Action taken since then

The provider had closely examined any challenges in respect of young people experiencing difficulties with technology in the hostel, preventing them from using the internet and keeping in touch with their family. After a detailed consultation with around one third of young people, it was assessed that they regularly accessed their own data, to connect with family and friends. The service reported that none of the young people currently living in the hostel, had raised any new concern, regarding this matter.

This area for improvement was met.

#### Previous area for improvement 2

To ensure that the views of young people and their families inform improvement, the provider should routinely consult them on their experiences.

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

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

**This area for improvement was made on 10 December 2024.**

#### Action taken since then

The provider had committed to routinely consulting with parents/carers in relation to support for their children. This included surveys, parents forums and joint meetings with education. Providing regular opportunities for parents/carers to express their views, allowed staff to be better acquainted with issues affecting young people and their families.

This area for improvement was met.

Previous area for improvement 3

To ensure that personal plans for young people are SMART, the provider should continue to develop plans which meet young people’s needs.

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 10 December 2024.

Action taken since then

The provider had continued to improve the approach to developing SMART personal plans for young people. Staff supervision and meetings had been used to discuss and explore ways to improve upon existing plans. At this inspection, we found evidence to demonstrate that progress had been made toward improved plans for young people.

This area for improvement was 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 children and young people's rights and wellbeing?	3 - Adequate
7.1 Children and young people are safe, feel loved and get the most out of life	3 - Adequate
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	3 - Adequate



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.