

Capability Scotland (Riccarton) Support Service

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Riccarton
Edinburgh
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Unannounced

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Service provided by:
Capability Scotland

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CS2003011113

About the service

The Riccarton Hub is a day opportunities service in Edinburgh for adults with learning, physical and sensory disabilities. It is registered to support up to 30 people a day. There were 39 people experiencing care and support with the service during the inspection. The service was registered with the Care Inspectorate on 1 April 2002 and is managed by Capability Scotland.

Most of the activities take place at the Riccarton Hub, though the service does provide some support in the community and in people's homes. There are nine activity rooms specialising in postural management, sensory and therapeutic activities and a café area leading to a large accessible garden.

About the inspection

This was an unannounced inspection which took place on 18 and 19 January 2023. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, the infection protection and control practices, the management of the service and people's personal plans.

To inform our evaluation we:

- Spoke with five people using the service and five family members
- Spoke with eight staff and the manager
- Observed the activities at the day opportunities service
- Observed how well care staff supported people
- Assessed the premises for cleanliness
- Reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support
- Staff were warm, kind and patient; they actively encouraged people to engage in meaningful activities
- There was a very good range of activities with people having varied activity planners to maximise the use of the activities to their preferences and abilities
- Staff followed infection, protection and control guidance well
- Staff were well trained and supported
- Managers were competent and approachable
- People's personal plans were thorough and up to date.

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 leadership?	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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care and support provided and how this supported positive outcomes for people.

There was plenty of laughter and people were enjoying themselves in the various activities. The staff interactions were warm, kind and patient; they actively encouraged people to engage in meaningful activities. There were staff available for people who needed one to one support for meals and activities; people were not kept waiting or ignored. This kept people stimulated, engaged with interests and connected to the community. Service users said the staff "were good and dedicated" and "I like coming here and bringing my own tapes."

People were supported to communicate in a way that was right for them, at their own pace, by people who knew them well. Good practice was seen with people who used non-verbal communication as staff understood what was causing distress and were able to undertake actions to relieve this. People we spoke to were very satisfied with the quality of the care and support received. Relatives' comments included "know her very well, know her sense of humour and what makes her laugh" and "when the bus comes in on the morning her face lights up, she knows she is going to have fun."

There was a very good range of activities with people having varied activity planners to maximise the use of the activities to their preferences and abilities. The activities included sensory and therapeutic activities which were relaxing or stimulating as well as arts and crafts, music, cooking and gardening. Exercise and postural management activities were individualised with support by Capability Scotland's Occupational Therapist. The Rebound Therapy room, which uses a trampoline, was not in use as staff needed Rebound Therapy training to use this safely with people. Relatives said "she is getting stimulated from morning to afternoon" and "they can tell if she is getting agitated at an activity and will stop that and try something else, I feel they do that really well." These opportunities to take part in meaningful activities support people to be involved and valued.

For further improvement, the service needed to use their mini-bus and have more outings. The service needed to reconnect with the wider community, such as sports centres, ice skating, dance and art classes that service users were supported to enjoy before the Covid-19 pandemic.

The kitchen had closed during the Covid-19 pandemic. Service users brought in their own food, though staff would use microwaves and prepare hot drinks for people. Mealtimes were well staffed, and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. This meant people were supported in an individualised way and enjoyed their mealtime experience.

Medication administration was well organised with audits by management. There were detailed care plans explaining actions to consider before administering medication for distress. This reduced the unnecessary use of medication for people. Better recording of topical medication (to be applied on a person's skin) is needed to improve further.

The Riccarton Hub was very clean and tidy, though retained a welcoming and comfortable setting. The cleaning products and solutions were suitable for a range of cleaning purposes during the Covid-19 pandemic. Cleaning was well organised but frequently touched areas (for example, door handles and light switches) needed to be cleaned more than once a day. Communal equipment, such as stand-aids and full-

body hoists were clean and in good working order though needed to be recorded as cleaned after each use.

Staff were seen to wear, use and dispose of personal protective equipment, such as gloves and aprons, in line with guidance. People and staff had ready access to alcohol-based hand rub. Staff had received infection, prevention and control training. This ensured people are protected as staff take all necessary precautions to prevent infection.

How good is our leadership?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

The service was good at communicating with relatives on a daily basis regarding how the supported person's day had gone. Examples of comments are "that diary is crucial to have, it is a great piece of work to have" and staff "put comments in daily communication book, there is a good level of detail in here." Managers were responsive to any issues people had raised, were courteous and respectful and the issues were resolved. A relative told us the service is "incredibly good at communication and any issues are discussed openly." The service was actively recruiting additional staff so that all service users could have access to their full amount of support hours. A relative said "the new staff are really nice and being trained properly." The staffing rotas were well organised and staff had time to positively engage with people in a meaningful way.

The service had sought feedback through satisfaction surveys with people experiencing care and their relatives as well as their staff. Any accidents and incidents were reported thoroughly with actions on improvements where needed. Quality checks were taking place, such as medication, communal equipment and the environment. Personal plans were of good quality but the starting of regular auditing will assist with this. This will ensure that there is a culture of continuous improvement for people experiencing care and support.

Staff recruitment and induction processes were thorough. Training was comprehensive with a very good level of completion. There were quality checks by management regarding observing staff competence. There were regular face-to-face supervision sessions and team meetings for staff. This ensured that staff had the necessary information and support to provide quality care based on relevant evidence, guidance and best practice.

How well is our care and support planned?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with personal planning.

People's personal plans detailed each area of care, for example, communication, and had personalised information regarding how best to support someone. Especially thorough plans were available for postural management, non-verbal communication and assistance with eating, drinking and medication administration. People's choices and preferences were also well recorded.

Personal plan updates were recorded regularly and promptly as were any changes in actions needed.

Face-to-face reviews with people were taking place but not always within the six month timescales. This will ensure that personal plans remained right for people as their needs change and to make sure that everyone has the opportunity for their views to be heard.

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
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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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