

# Capability Scotland - Community Living Services South West Housing Support Service

Capability Scotland Glasgow Hub  
Berkeley House  
285 Bath Street  
Glasgow  
G2 4JL

Telephone: 0141 433 8724 / 0141 433 8714

**Type of inspection:**

Unannounced

**Completed on:**

30 July 2018

**Service provided by:**

Capability Scotland

**Service provider number:**

SP2003000203

**Service no:**

CS2003055085

## About the service

The service supports people living in the community to maximise their independence. The level and type of support provided is agreed individually for each person who uses the service.

The service literature states: We work with disabled people, their families and carers to provide a range of services that meet their aspirations at all stages of their lives.

Some people who use the service live with their family or carers and receive support to complement their day support services or to access places and activities in the community. Some live on their own or in supported living arrangements provided by other care services. The service works in partnership with other care services to provide a consistent and complementary package of support to the individual. At the time of inspection the service was supporting 18 people, mostly within Renfrewshire but also in East Renfrewshire and Glasgow.

## What people told us

We received seven care standard questionnaires from people and their families and spoke with four people experiencing care, all spoke highly of the staff team, and the level of care and support they received.

Examples of their comments included:

"I get to be involved in the recruitment of my staff, I like to recruit people who are young and have similar interests to me."

"I like it that Capability help me to stay as independent as possible in my own home."

"I feel more relaxed in my own home, I couldn't do that without the support of my team."

"I like to go to concerts; the staff are very good at helping me to do that."

"I am happy with my carers and don't want to change anything."

"My sister could not be happier and better cared for by the staff of Capability Scotland."

"Excellent staff and excellent service."

"Had staffing issues but following constructive meeting, now resolved."

## Self assessment

The service was not asked to submit a self-assessment.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

People have the right to have care plans that give clear direction about how to deliver care and support to them, and how their needs will be met. We reviewed various care plans in relation to outcomes that were meaningful to people. We found that staff used best practice in supporting people to achieve their outcomes. Examples of these included: maintaining their health and wellbeing, planning activities, and maintaining friendships.

Staff worked closely with health professionals at Queen Elizabeth University Hospital to ensure they were fully able to support a person and maintain their quality of life. People experiencing care attend service user forums where they plan group activities, preventing social isolation and maintaining friendships.

People's health, wellbeing, and personal choices benefited from the level of assessment; care, support, and risk management which was based on good practice and evidence based guidance. We observed people experiencing compassion, dignity and respect. We saw that this led to people achieving positive outcomes which were captured in their care review plans.

We visited people in their own homes and found that staff demonstrated knowledge and competency in their roles and had the support to develop their skills to support people who used the service. The manager had an overview of all staff training ensuring that staff had the relevant skills to support the people who used the service. Relatives that we spoke with were confident that the staff team had the skills and motivation to support their family member. This ensured that their health and wellbeing was maintained.

People had confidence that the right staff were in place to provide their care and support. Staff performance was monitored; ensuring staff are competent in their role to support vulnerable people. Team meetings took place and discussed outcomes for individuals.

People should be actively involved in improving the service they use and be involved in recruiting people. People were fully involved in the recruitment process for staff and told us, "I like to recruit people who are young and have similar interests to me."

To ensure that the needs of people experiencing care were met, quality assurance systems and audits were in place with actions detailed and undertaken. There were systems in place to monitor all aspects of service delivery. An improvement plan was in place with information from the audit process included. This gives people confidence that the service is being managed in a positive way.

## What the service could do better

Whilst visiting people in their own homes, we saw that their working folders were very cumbersome and bulky; we suggested that it may be better to have a separate master folder from the operational folder. This would prevent paperwork being mixed up or misplaced, causing a breakdown in communication between staff and providing people with the confidence that staff and the organisation are organised and professional.

Whilst sampling a care plan we saw that fluid intake had to be monitored and meet a daily target. We could see that fluid targets were being achieved, however we would suggest that there is a plan in place for staff to follow if targets are not met. This would reduce the risk to health complications for people and ensure their health needs were being met.

We saw that the provider was a landlord for some of the people that they support. There was no information within people's tenancy agreements that their tenancy would be safe if the occupant decided to choose a different provider for their care. We suggest the provider does this and reassures people that they have the right to choose the best care package for them without risk of losing their home. (See recommendation 1).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. People have the right to choose a care package that best meets their needs. The provider should ensure they have a statement within tenancy agreement that is clear to people that they have the right to refuse support from the care provider and choose another care provider whilst being able to remain living in their accommodation. This ensures care and support is consistent with the Health and Social Care Standards, which states: "I can choose from as wide a range of services and providers as possible, which have been planned, commissioned and procured to meet my needs." (HSCS 1.17).

## 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).

## Inspection and grading history

Date	Type	Gradings
21 Apr 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
31 May 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good

Date	Type	Gradings	
14 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
14 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
1 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
29 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 4 - Good
9 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
28 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
12 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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11 Riverside Drive  
Dundee  
DD1 4NY

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