

# Capability Scotland Dundee Support Service

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Announced

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**Service provided by:**  
Capability Scotland

**Service provider number:**  
SP2003000203

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## About the service

Capability Scotland City Quay support service was one of three registered services based in Dundee. The three services had the same manager, many staff worked across the services and some people were also supported by more than one of the services. Most of the organisation's policies and procedures were relevant to all of the services.

This City Quay support service provided a variety of social and developmental activities that address the individual care and support needs of people. It actively encouraged individuals within their abilities, to be as independent as possible and promoted their rights as valued members of their communities and society in general. At the time of our inspection the service provided support for 14 people.

The values underpinning the aims and objectives of the service were clearly laid out in the vision, values and mission statement of the organisation. Their aim was to deliver the highest quality services, tailored to the individual needs of disabled people. To work in partnership to create innovative solutions, which will enable people to achieve their goals. To put the people they support at the hearts of everything they do and to make sure that their voices are heard loud and clear.

## About the inspection

This was a full which took place on 15 and 16 August 2023. The inspection 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 five people using the service and three of their family
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- We saw that staff were caring and compassionate and had enough time to do their jobs well.
- The people who used the service told us that, in general, they had meaningful things to do.
- The service had clear and well written policies and procedures in place; which were available in accessible form.
- Staff told us that their leaders were approachable and knowledgeable and their colleagues were supportive.
- Staff attended a wide range of core training courses, which helped them to do their jobs well.
- The service had a wide range of effective audit processes and quality assurance policies in place.
- Some improvements in the service's communication of unexpected changes to support arrangements would be beneficial.

## 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

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 how well the service supported the wellbeing of people experiencing care and support and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

We saw warm and positive relationships between staff and the people who used the service. We heard many positive comments from people who were supported by the service and their relatives, who told us that staff always treated them with compassion, dignity and respect. People's care and support should meet their needs and be right for them. Social workers told us that staff demonstrated good values and understood the support requirements of the people they supported. We saw that staff had enough time to support people well. We heard from relatives that the service's communication about any health concerns was good, but this was not always the case for communication about changes to support arrangements.

People should experience high quality care and support based on relevant evidence, guidance and best practice. The service work is based on SHANARRI principles (safety, health, achievement, nurture, activity, respect, responsibility and inclusion). The people we spoke to who were supported by the service, and their family members, told us that they participated in assessments and reviews. The social workers, we spoke to told us that the service focused on supporting people to meet their outcomes. We saw quality personal plans were based on an ongoing comprehensive assessment of individual's needs, strengths and they were outcomes-focussed. People were actively involved in planning their support. Support plans were implemented, evaluated and reviewed, to reflect each person's changing needs, in accordance with their wishes, and to maximise their quality of life.

People should get the most out of life because the staff and organisation who support and care for them have an enabling attitude and believe in their potential. The centre was well equipped with a training kitchen, media room, activities room, music centre and sensory room. These facilities offered people learning and leisure opportunities. There was a structured activity planner in place. We saw that staff encouraged and supported people to participate in activities. The service had regular sessions led by a musician. We were mindful of the benefits of music for people's mental wellbeing. We saw that this work made music accessible to a wide range of people who would otherwise not be able to access music in the same way. We spent some time with one supported person who was working with the musician. This person was bursting with excitement about this activity. He explained what the project was, what he was doing and that the goal was to make a record. This was one example of the service's innovative approach to providing a range of meaningful activities for people.

We heard from the manager that during the Covid-19 pandemic, staff turnover had increased. The service had made some new appointments and all of the people we spoke to told us that in recent months staffing levels had improved. People should be able to have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. The service had safe and effective recruitment practices in place and staff were recruited in accordance with good practice and national safer recruitment guidance. We saw that some people who used the service were involved in the recruitment process, which promoted a spirit of genuine partnership. We saw that new staff completed an induction programme, which involved essential training and familiarisation with the organisation, its values and what it aimed to achieve through its support. We saw from records that the completion rate for staff training was very good. Training was relevant and staff told us that it helped them to do their jobs better.

### How good is our leadership?

### 5 - Very Good

We evaluated how well led the service's quality assurance and improvement was and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

People should benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. We saw that the service had a wide range of relevant policies and procedures. We found that most policies and procedures were recent and showed when they needed to be updated by the manager or service. The documents that people who used the service may want to access were in easy read format, making them accessible. There was a written statement of the aims and objectives of the service, that accurately described the conditions of its registration, and what it offered to the people it supported. There was an up-to-date service improvement plan in place, which was informed by feedback from the people who used the service, their relatives and staff. Governance and oversight were in place to identify risks and to ensure appropriate action was taken, by the service to improve outcomes for people.

The service had an adult protection policy and procedure that evidenced how people were kept safe, by the service. Staff received training in adult support and protection and were confident in knowing when and how to make referrals to their leaders. We heard from social workers that the service referred any adult protection concerns swiftly and appropriately to the local authority. The service had governance and quality assurance processes in place for infection prevention and control. All staff received training in the principles of infection prevention and could demonstrate they understood these and applied them in their practice. During the Covid-19 pandemic leaders ensured that staff had access to suitable equipment and appropriate cleaning products. There were quality assurance processes around accident and incidents. A record of these was maintained by the service and there was evidence of learning from accidents and incidents. We saw that the centre was well maintained and clean throughout. In addition, the service had robust audit processes in place to ensure that the premises were well maintained. We concluded that these measures all helped to keep people safe.

We looked at a sample of staff files. We saw that staff's practice was periodically observed and appraised, by the manager. We saw that formal supervision sessions of staff were usually held every six to eight weeks. There was some variation in the frequency of formal supervision, and therefore room for some improvements. Staff told us that their leaders and the manager were approachable and supportive. Overall, we concluded that the service's leadership supported staff well and ensured that high quality staff practice was maintained.

## 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 manager should consider how they use the results of the survey to inform development plans.

**This area for improvement was made on 8 October 2015.**

#### Action taken since then

The results of regular surveys are reflected in the service's improvement plan.

#### Previous area for improvement 2

Hospital passports had recently been completed with people who use the service. Staff should continue to inform the passports with more specific personalised information about people. It would be recommended that where possible, family and other relevant agencies be consulted.

**This area for improvement was made on 8 October 2015.**

#### Action taken since then

Comprehensive hospital passports have been completed and are held on people's support plans.

### 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 people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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