

Capability Scotland - North Lanarkshire Services Support Service

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Type of inspection:
Unannounced

Completed on:
11 September 2025

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Service no:
CS2003055019

About the service

Capability Scotland is a registered charity who provides services to adults with complex physical and learning disabilities.

The base for this service is an office within the Dalziel Building in Motherwell where the manager, team leaders and administrators work from. People are supported to access community activities and are supported within their own home, to achieve their outcomes in life. The service supported 24 people at the time of inspection.

About the inspection

This was an unannounced inspection which took place on 4, 5, 8 and 11 September 2025. 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 nine people using the service
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People felt genuinely cared for by staff who knew them well.
- People enjoyed a range of social activities and valued the opportunity to connect with friends.
- Staff responded quickly to health changes, involving professionals as needed.
- Support was flexible, adapting to individual preferences and routines.
- The team was highly trained, giving people confidence in their care.
- Staff felt supported by a capable manager and team leaders who provided regular guidance.

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 staff team?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People using the supported living service appeared relaxed and content in their own homes. There was clear evidence of compassionate, person-led support that respected individuals' independence and preferences, one person stated, "I love my home and I'm out all the time".

Staff were observed engaging in meaningful interactions, such as supporting people to plan their day, assisting with meal preparation while encouraging choice and autonomy. People enjoyed participating in shared activities like listening to music, singing and playing instruments. Some quotes: "I like coming here to sing karaoke and have a laugh with staff." These interactions promoted emotional wellbeing and helped build trusting relationships.

The home environments were clean, well-presented, and free from any malodour. This supported effective infection prevention and control while also contributing to a safe and comfortable living space. Each home reflected the individual's personality and preferences, with décor and furnishings chosen by the person, creating a warm and homely atmosphere.

People were supported to access holidays that reflected their individual preferences and were often shared with friends who had similar interests. These experiences had a positive impact on well-being, promoting social inclusion, relaxation, and personal development. Staff made considerable efforts to ensure holidays were well-planned and enjoyable. One person, who had previously been reluctant to go on holiday, was supported to overcome their anxieties through consistent and trusting relationships with staff, enabling them to participate fully.

The nutritional needs of individuals were effectively supported through staff training in the International Dysphagia Diet Standardisation Initiative (IDDSI). This ensured that people received appropriately textured meals tailored to their specific dietary requirements, promoting both safety and wellbeing. The food provided not only met clinical standards but was also presented in an appetising manner, contributing positively to the overall dining experience.

Individuals were appropriately supported with hydration through consistent monitoring of fluid intake. This enabled timely interventions when levels were insufficient, helping to prevent dehydration-related health issues and supporting overall wellbeing.

People's healthcare needs were addressed through a holistic approach, ensuring that both their individual requirements and desired outcomes were considered. Referrals were appropriately made to GPs, Speech and Language Therapists, District Nurses, and other relevant professionals when necessary. This collaborative and person-centred practice enabled individuals to feel confident and reassured that their health and wellbeing outcomes were being effectively supported and achieved.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staffing was guided by continuous assessment, ensuring alignment of personnel with individuals based on compatibility and continuity of care.

Staffing schedules were monitored and reviewed monthly by the manager, providing oversight of staff deployment across the service. This process ensured that staffing levels and allocations remained appropriate and responsive to the assessed needs of individuals.

Although agency staff were used this had reduced significantly. The service maintained consistency by engaging regular agency workers. These staff received a structured induction, which included reviewing care plans and being briefed on individuals' health and safety needs, supporting safe and informed care delivery.

Staff consistently reported working within teams characterised by strong morale and effective leadership from team leaders. This contributed to a positive atmosphere within the service and ensured that individuals benefitted from cohesive, well-coordinated support.

Effective communication and team collaboration were achieved through high levels of staff motivation and commitment. A range of communication strategies included team meetings, supervision sessions, and digital platforms. This ensured staff remained informed and up to date with opportunities to discuss practice development and people's outcomes.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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