Capability Scotland (Riccarton) Support Service

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Type of inspection: Unannounced
Inspection completed on: 16 February 2018

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Care service number:
CS2003011113

About the service

Capability Scotland Edinburgh Service (Riccarton) provides care and support to people with learning, physical, sensory disability and associated health care needs to engage in meaningful activities both within the hub and the wider community. Specialising in postural management, sensory and therapeutic activities, benefiting the service users attending.

What people told us

We took into consideration the views of 12 people who competed Care Standards Questionnaires. The Care Inspectorate routinely issue them to service users and their representatives as these as part of our pre-Inspection information gathering. We also spoke directly with service users during inspection and with three family members by telephone.

The feed back we received was unanimously positive. People told us how much they valued the service environment and the quality of care and support provided. Staff were seen as skilled and caring and management were described as being approachable and responsive.

We offer a flavour of some of the comments below:

"Very person centred"

"We really appreciate the therapeutic and sensory work undertaken"

"There is good consistency of staff and communication is effective"

"It's a beautiful and supportive setting"

"We are delighted and feel xxxxx gets very good quality support"

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these.

We would encourage services to prepare for the implementation of the standards by working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent

Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Capability Scotland (Riccarton) support effectively met the needs of service users who presented with a spectrum of complex physical, sensory, respiratory and nutritional issues associated with profound learning disability.

On-site Physio and Occupational Therapists provided expert guidance around people's repositioning, mobility and equipment needs. Well trained staff used their skills and knowledge of people using the service to deliver excellent support outcomes for the people using the resource.

Care planning documentation was detailed and reviewed regularly. We saw that the staff were able to integrate complex support planning information provided by health and community based professionals into daily care routines.

There was a good range of opportunities for service users/family representatives to evaluate the quality of their support and appraise the outcomes arising from attending the Riccarton service. This meant that people had a say in how they are supported and were able to contribute to how the service develops.

The premises are purpose adapted. The equipment used in to support people was clean and serviced in accordance within statutory maintenance schedules. All rooms and facilities were wheelchair friendly and very well provisioned. There were a range of modern sensory facilities, tracking hoists, an accessible kitchen and rebound therapy resources.

We were very impressed by the quality of the support at Capability Scotland (Riccarton). We recognised that the qualities identified in this report helped create a stimulating and nurturing support setting for people using this service.

What the service could do better

The service are looking at developing the existing garden area. This was being actively progressed at the time of inspection. A well developed garden area will compliment the excellent indoor facilities and enhance the overall service environment.

We saw that a small number of the events recorded in the services accident and incidents log required notification to the Care Inspectorate, in line with regulatory guidance. We highlighted this to the registered manager during our feed back discussion.

The service should ensure that all paperwork, including service reviews, are held within the care files of the people using the service. We found that review minutes were not always available in some of the files we considered, albeit that they had been completed some time previously, with copies having been made available to other participants.

Some guidance produced by Allied Health professionals required review in order to demonstrate that it was still relevant to the supported individuals current presentation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
26 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
8 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
25 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good
24 Nov 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
1 Oct 2009	Announced	Care and support Environment	5 - Very good 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good 5 - Very good
21 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good

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