

# Capability Scotland Edinburgh Support Service

Units 9-15 SPACE  
11 Harewood Road  
Edinburgh  
EH16 4NT

Telephone: 0131 661 1212

**Type of inspection:**

Unannounced

**Completed on:**

2 November 2018

**Service provided by:**

Capability Scotland

**Service provider number:**

SP2003000203

**Service no:**

CS2003011114

## About the service

The Capability Edinburgh service is run by Capability Scotland in order to provide support for adults over the age of 16 with physical disabilities, learning disabilities and sensory impairment.

Support is provided on the premises, in the community and in people's own homes (care at home). There are opportunities for people to participate in a range of creative activities, e.g. arts and crafts, music, intelligent technology, as well as engage in other social and leisure pursuits which promote personal development.

When using the premises at Units 9-15 SPACE, 11 Harewood Road, Edinburgh, EH16 4NT, the maximum number of people using the service is limited to 22 individuals at any one time.

The service has been registered with the Care Inspectorate since 1 April 2002.

## What people told us

Feed back from service users and family representatives was very good. People described the quality of staff very positively. They were seen as skilled, knowledgeable and a great support to the people using Capability Edinburgh. Family representatives said that they felt their loved ones were well supported and benefited greatly from the range of activities on offer. Some people said that they trusted the service and knew family members were being well cared for.

Service users weren't always able to express their views verbally, but we interpreted their interactions and responses to staff positively. Some people who used the service took a great deal of pleasure from showing us their work in arts and craft based activities and it was clear to us that people found the service to be stimulating and capacity building.

## Self assessment

The Care Inspectorate are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, taking into account feed back from people using the service and information from the service's own improvement plan, are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" have replaced the National Care Standards. The new Standards focus on the outcomes for people who use services. Providers should be offering support in accordance with the guidance outlined therein.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	6 - Excellent
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	not assessed

## What the service does well

Capability Edinburgh offered a safe and stimulating environment for people using the service. Staff worked with service users on a person-led basis, supporting them to engage with a variety of art and crafts activities, as well as facilitating access to an impressive range of interactive and intelligent technology based equipment.

The premises at Capability Edinburgh were wheelchair accessible, well decorated and clean. All equipment was maintained in line with Health and Safety Executive guidance. Staff carried out a wide range of daily safety checks on goods and equipment within the facility. These checks helped maintain a safe environment for people attending the service.

Since the time of the last inspection, Capability have increased the display of artwork on the walls of the facilities. Some service users highlighted their work to us. It was clear that they derived a great deal of satisfaction from having their work on show. The displays were visually pleasing and it was clear that they promoted people's sense of "belonging" and "ownership of their service.

Capability Edinburgh have continued to develop links within the local community. We were impressed by the emphasis placed on capacity building through enabling people to access external resources. This focus helped promote choice, diversity of opportunity and positive personalisation outcomes for people using the service.

Service users we met were clear that they enjoyed attending the Capability project. People said they enjoyed the activities and described staff as being supportive and kind. Some of the people attending the Hub were unable to articulate their views verbally. However, we could see from their facial expressions and gestures that they clearly enjoyed their time at the service.

The service user files were comprehensive, outlining communication strategies as well as people's routines and preferences. There was detailed information on people's health and medication. Guidance from allied health professionals was readily accessible. The quality of recordings helped ensure that staff delivered very good well-being outcomes for the people they worked for.

Staff training records showed that they were skilled, with learning focussed on the needs of the people they supported. This helped ensure staff had the skills to provide high quality care outcomes to people with complex needs. When we observed their work we saw that they used these skills and their knowledge of people they work for to create a nurturing support environment.

## What the service could do better

There were gaps in the completion of quality assurance based reviews in some of the files we considered. Reviews must be carried out at a minimum of six monthly intervals or when people's needs change substantially. This was an area for improvement at our previous inspection. We made a recommendation about reviews.

The quality of review recordings was variable. Some reviews outlined people's goals and aspirations, but didn't directly address all of them in the minute. In general, there needed to be a greater focus on evaluating outcomes derived from support and evidencing service user/family representatives views. This was also an area for improvement at our last inspection of the service.

Although care plans were detailed, we found some guidance which needed updated or was absent. There were areas for improvement around aspects of epilepsy care planning documentation. We found a record of seizures

form with no staff name or time noted in the account of the event. We also found an epilepsy care plan that lacked a treatment protocol signed by a general practitioner. We made a recommendation about care plans.

A significant number of service user one page profiles needed reviewed in order to ensure that the information presented remained relevant. All care plans and reviews should clearly indicate the author and be signed by the provider and service user/family representative. These were areas for improvement at the last inspection of the service.

We found some areas for improvement around the recording of accidents and incidents. The provider should unambiguously document the details of the event in question, highlighting outcomes arising from follow up actions in the relevant recordings and notify, where applicable, to the Care Inspectorate in line with regulatory guidance.

There was some variation in the way staff recorded medication administration record sheets (MAR charts). On some MAR's staff wrote the time of administration, on others this was omitted. The service should ensure staff follow best practice guidance and record the time of administration.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Quality assurance based service review should be held at a minimum of six monthly intervals. Reviews should appraise care goals and outcomes arising from support and reflect the views of the service user/family representative.

Health and Social Care Standards: my support, my life--Published: 9 Jun 2017.

Standard 2- I am fully involved in all decisions about my care and support

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

2.11 My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.

2.12 If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account sought and taken into account.

2. All care plans should be up to date and fully reflect the care needs of the supported person, with a detailed outline of risk management protocols in response to presenting issues.

Health and Social Care Standards: my support, my life--Published: 9 Jun 2017.

Standard 1- I experience high quality care and support that is right for me:

1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

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Standard 4: I have confidence in the organisation providing my care and support:

4.14 My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

## 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								
15 Nov 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	6 - Excellent	Staffing	Not assessed	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	6 - Excellent									
Staffing	Not assessed									
Management and leadership	Not assessed									
2 Sep 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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Staffing	5 - Very good									
Management and leadership	Not assessed									
3 Dec 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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Management and leadership	5 - Very good									
12 Feb 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									

Date	Type	Gradings
10 Jan 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 Feb 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
21 Jul 2011	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
17 Nov 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
27 Oct 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
15 Jan 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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