

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

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**Type of inspection:**

Unannounced

**Completed on:**

24 January 2020

**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 22 people, mostly within Renfrewshire but also in East Renfrewshire and Glasgow.

## What people told us

We met with one person and spoke to another three people who agreed to speak with us by phone. We also used the comments shared with us through the ten Care Inspectorate questionnaires that had been returned prior to the inspection. Generally, people said that the support provided was at a time agreed with them and helped them to continue with interests and activities that were important to them.

Comments included:

"When mail comes in staff read it to me. Same with support plan..... keeps me happy."

"I trust all the staff that support me and look forward to seeing them. It is important to me that I know in advance who is supporting me, and the rota has been changed so that I can understand it."

"Can always have someone to talk to when needed."

"Staff always happy to help."

"Very happy with the service."

## Self assessment

The Care Inspectorate did not request a self assessment from the service for this inspection year.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

People should experience warmth, kindness and compassion in how they are supported and cared for. People we spoke with, were positive about the staff who supported and cared for them and told us that they felt safe. We consistently saw very caring interactions from all staff. This reflected that staff knew service users well and this ensured that relationships were built on maintaining a positive and supportive experience. Service users told us that they found that the friendly and relaxed approach from staff had helped them to have felt that their views mattered.

People that we spoke with knew who their key worker was, that meant they had got to know each other well whilst service users told us that they felt involved in the service as they were asked their opinions on areas such as activities, interests and accessing health services. We saw that service users' ideas were taken on board and they were discussed at team meetings with appropriate actions taken to plan future care. We also saw that this informed the service development plan and ensured that people's views were continually reviewed and prominent.

People should be sure that their health needs are well supported. We saw that service users' health needs were reviewed on a regular basis through a variety of hospital appointments and a range of healthcare professionals used. This included GPs and dentists. We found medication management to be good with evidence of six-monthly medication reviews being carried out.

Communication used was clear to have ensured that any concerns were addressed which had led to improved outcomes for service users. People told us that communication with staff had continued to develop and one service user felt that this was partly due to staff who felt valued by their manager and appreciated for their skills and commitment.

How people spend their day is important in maintaining people's physical and mental wellbeing and people continued to highlight this as a positive part of using this resource. There were good community links and a plan of meaningful activities provided by a dedicated and consistent care staff team. It was evident that staff were aware of people's interests and what they liked to do. The outcomes achieved by people were reflected through individual evaluations.

Strengths observed from staff included:

Teaching/tutoring, good community networking and thinking creatively.

## What the service could do better

The provider should ensure that staff have more opportunities to discuss the relevance to their work of information on new developments in social care and other best practice. This is to ensure care and support is consistent with the Health and Social Care Standards which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

We found that while people's support was regularly reviewed the quality and content of review minutes could be improved. Staff should consider how the service evidences outcomes for people that informs future planning of the person's support. At the time of the inspection the manager informed us that work was taking place to develop the service improvement plan which would be more meaningful to people who experience the service. Generally, reviews could have highlighted outcomes better and some systems used could also then be decluttered. (See area for improvement 1).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The service should ensure that each individual care plan and review is developed further to ensure that care reviews reflect outcomes being achieved as a result of the support and care being provided.

This ensures care and support is consistent with the Health and Social Care Standards which state I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change. (HSCS 1.12)

## 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).

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 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).

**This recommendation was made on 30 July 2018.**

#### Action taken on previous recommendation

There is now a clear policy in place to help service users be aware of their choices regarding choosing providers.

### Inspection and grading history

Date	Type	Gradings
30 Jul 2018	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
21 Apr 2017	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed
31 May 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
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

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

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