

# Capability Scotland - Dundee Housing Support Service Housing Support Service

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**Type of inspection:**  
Announced

**Completed on:**  
18 August 2023

**Service provided by:**  
Capability Scotland

**Service provider number:**  
SP2003000203

**Service no:**  
CS2019377189

## About the service

Capability Scotland has three services based at the provider's City Quay centre in Dundee. These services had the same manager and many staff worked across more than one of the services. Most of the organisation's policies and procedures were relevant to all of the services. We inspected the Housing Support Service, which provided 24 hours a day support to a small number of people, who lived in their own homes, in Dundee.

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 inspection which took place on 15 August 2023 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 two people using the service and two 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 they had a wide range of 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 relatives told us that some aspects of the service's communication could be improved.

## 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
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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. The people we spoke to and their relatives, told us that staff always treated them with compassion, dignity and respect. We saw that staff had enough time to support people well. We heard many positive comments from people who told us that staff were kind and considerate. We heard some comments from relatives, of people with more complex support needs, that they thought that the service was very busy and at times support seemed fragmented and this sometimes affected the quality of care. The professionals we spoke to told us that some of the people the service supported had complex care and support needs, but the service had continued to provide high quality care and focused on supporting people to meet their outcomes.

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. We saw that there were structured activity planners in place. Although some relatives thought that there was room to provide more meaningful things to do, the people we spoke to who were supported by the service said that they had the opportunity to access various activities and resources in the community.

People's care and support should meet their needs and be right for them. The service's support was based on SHANARRI principles (safety, health, achievement, nurture, activity, respect, responsibility and inclusion). These principles provided a firm evidence base for the support people received. We saw that some people were actively involved in planning their support, others told us that their support met their needs. We saw high quality assessments in people's support plans. These plans were based on a comprehensive assessment of people's needs and strengths and were outcomes-focussed. We saw that some people were supported by more than one provider and we heard some views from relatives that this on occasions led to fragmented care.

We heard from relatives that communication from the service about any health issues or matters of concern were swift and effective. We heard a few comments that communication about unexpected changes in arrangements for support from home, were not always as clear.

## How good is our leadership?

## 5 - Very Good

We evaluated how well led the service's quality assurance and improvements were 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. The provider was committed to continuous quality improvement and had put new quality assurance systems in place. 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 use 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. The service had a clear and detailed policy and procedure for supporting people with their medication. We saw that the staff's administration of medication was audited by the manager. We looked at medication records and saw that people were being supported to take their medication safely.

The service had governance and quality assurance processes in place for infection prevention and control. During the Covid-19 pandemic leaders ensured that staff had access to suitable equipment and appropriate cleaning products. There were quality assurance processes around accidents and incidents. A record of these was maintained by the service and there was evidence of learning from accidents and incidents. We concluded that these measures all helped to keep people safe.

## How good is our staff team?

## 5 - Very Good

We evaluated how good the service's staff team 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 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. Staff told us that they enjoyed their jobs and emphasised the values that they and the organisation had regarding inclusion and supporting people to meet their desired outcomes.

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. Staff told us that they attended a wide range of core training courses, and they were encouraged, by their leaders to attend other courses. We looked at a sample of staff files. We saw from records that the completion rate for staff training was very good. Staff told us that their training was relevant, it expanded their knowledge base and helped them to do their jobs better. 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 refers adult support and protection concerns, swiftly and appropriately. All staff were trained in and understood and applied the principles of infection prevention and control. Some staff said that they would like more face to face training, now that Covid-19 pandemic restrictions have lifted, because they found this a more effective learning environment.

We heard from the manager and staff that prior to the Covid-19 pandemic the service had a low staff turnover, but during and coming out of the pandemic, staff turnover had increased. Some of the relatives we spoke to told us that this had affected the continuity of the service. We saw that the service had made some new appointments. All of the people we spoke to told us that in recent months staffing levels had improved and the staff group had once again become more settled.

We saw that formal supervision sessions of staff, by the leadership, were usually held every six to eight weeks. We found that there was some variation in this, with a few staff receiving supervision less frequently. These staff told us that, although they had not received formal supervision as frequently as the service standard suggested, their leaders were approachable and supportive. All of the staff we spoke to told us that their team leaders and the manager all had an open-door policy. Although we saw some room for improvement regarding the frequency of formal supervision of staff, overall, we concluded that the service's leadership supported staff well and ensured that high quality staff practice was maintained.

**How well is our care and support planned?****5 - Very Good**

We evaluated how well the service's care and support was planned 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 experience high quality care and support based on relevant evidence, guidance and best practice. People's support plans were available in an easy read format, which meant that they were accessible to them. 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. 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.

**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

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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