

# Capability Scotland (Riccarton) Support Service

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Unannounced

**Completed on:**  
4 February 2026

**Service provided by:**  
Capability Scotland

**Service provider number:**  
SP2003000203

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CS2003011113

## About the service

Capability Scotland (Riccarton) hub is a day service in Edinburgh that supports adults with learning, physical, and sensory disabilities. The service is managed by Capability Scotland and has been registered with the Care Inspectorate since 1 April 2002.

The hub is registered to provide support for up to 30 people per day. At the time of inspection, there were 29 people in the hub, with a total of 37 people who attend throughout the week. The service was providing support to two people in their own homes at the time of inspection.

The building has several dedicated activity rooms, including sensory rooms, cooking areas, a rebound therapy room and a large, accessible garden.

## About the inspection

This was a full inspection which took place on 26 January 2026. 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 and got feedback from 16 people using the service and their representatives
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents
- got feedback from six visiting professionals.

## Key messages

- People using the service experienced positive health and wellbeing outcomes as a result of their care and support.
- In-service rebound therapy provided a unique opportunity to improve outcomes for people.
- Having a dedicated Occupational Therapist enabled quick intervention and proactive planning, leading to better outcomes.
- A strong induction and training programme ensured staff were well prepared to provide support to people using the service.

## 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?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as excellent, where performance was sector-leading with outstandingly high outcomes for people.

People using the service experienced excellent health and wellbeing outcomes as a result of their care and support. Interactions observed during inspection were warm, person-centred and genuine. People were treated with respect and communication was individualised to suit each person, with appropriate use of humour and light conversation where this was right for them. Staff supported people with personal care and medication discreetly, ensuring dignity was consistently maintained. This approach helped people to feel respected, valued and safe.

Mealtimes experiences were positive, with people supported to sit together around tables, encouraging engagement and social interaction. Staff provided the minimal level of support required to enable people to eat safely, promoting independence wherever possible. This supported people to maintain skills and confidence with daily skills.

Activities within the service were delivered by staff who demonstrated a clear understanding of people's individual abilities and limitations. People were encouraged to participate in activities in ways that suited them, with choice and independence actively promoted. Rebound therapy (which was available within the hub) is a therapeutic activity that uses a trampoline to support movement, balance and communication for people with learning disabilities. This offered opportunities to improve comfort, reduce pain, and enhance mobility. Staff were trained to deliver this support, which allowed people to access therapy in a familiar environment with staff they knew and trusted, reducing anxiety associated with change. This resulted in people feeling more comfortable and engaged, while supporting improved long-term outcomes.

Staff received training in postural support, which increased their knowledge of correct positioning, the long-term risks associated with poor positioning, appropriate equipment use, and individual needs. This enabled staff to provide consistent and safe support and to recognise and respond promptly to changes. As a result, people experienced improved comfort, safety, and physical wellbeing. It was clear that this training, alongside rebound therapy, was sector-leading work that other services could learn from.

The presence of an occupational therapist embedded within the service allowed support to be proactive, with needs identified and addressed at an early stage. This preventative approach reduced the risk of issues escalating and supported timely interventions. This had a positive impact on people's wellbeing and contributed to improved overall outcomes.

Observed medication administration was safe, efficient, and carried out in a dignified and discreet manner. Robust medication procedures, supported by clear policies, were consistently followed. Staff received appropriate training in adult protection and demonstrated a clear understanding of when and how to raise concerns. Strong adult support and protection procedures, alongside an effective whistleblowing policy, were in place. This ensured people were safeguarded, protected from harm, and supported to feel safe and confident in their care.

Staff were trained to meet the needs of people with complex support needs. This included training in gastrostomy support, medication support, tracheostomy care, and epilepsy management. As a result, staff were able to meet people's health needs safely and effectively within the hub, reducing the need for external input. This ensured people received timely and appropriate care, with staff prepared to respond to potential sudden changes in health needs.

People's relatives were encouraged to provide feedback regularly, with six-monthly reviews used as an opportunity to share ideas for improvement, raise concerns and discuss whether they felt the service was meeting people's needs. This approach ensured relatives felt listened to, involved in the service and involved in planning care and support for their loved ones. This demonstrated that people's views and those of their families were valued and respected. Feedback from people's relatives included "We are very happy with the care (they) receive at Riccarton" and "Capability Scotland provides a first class service."

The service communicated effectively with external professionals and acted promptly on advice and recommendations. Visiting professionals commented: "The care team are committed to improving outcomes for clients and enhancing quality of life for service users." and "Their communication with me makes my job helping the patient a lot easier."

### 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.

Recruitment and selection processes within the service were robust and well structured. Effective interview systems, including the using of scoring systems, were in place to ensure recruitment was fair and that appropriate candidates were appointed. Pre-employment checks were completed prior to staff commencing employment. This helped to safeguard people using the service.

Staff reported they were provided with good shadowing opportunities before working independently. Staff described being "ready to go" and "keen to work independently" following their induction period. Shadowing opportunities enabled staff to learn from experienced colleagues and to become familiar with people using the service before providing direct support..

The service demonstrated low use of agency staff and maintained a consistent staff team. This supported the development of positive working relationships, with staff having a good understanding of individual needs. Staffing levels and allocations were planned each day based on people's individual needs. This supported consistent care and helped people to build trusting relationships with staff.

All mandatory training was up to date. Staff also received additional training that matched the needs of the people using the service, such as epilepsy awareness, feeding support, rebound therapy and postural support. This meant staff could safely meet people's health and support needs. This helped people receive the right care at the right time and reduced the need for outside professionals.

Staff competencies were checked during both initial training and refresher sessions. This ensured staff knowledge and skills remained current and that tasks were carried out safely and accurately.

Regular team meetings were held to share updates, discuss concerns, and identify training and staffing needs. Staff supervision was person-centred, flexible and well documented. Supervision focussed on staff wellbeing, training and development. This helped staff feel informed, included and valued, and supported open communication across the service.

The service was actively exploring ways to improve record-keeping practices without reducing time staff spend with people using the service. Protected time for record-keeping would help staff to maintain high quality reporting, without reducing meaningful engagement with people using the service.

Feedback from staff was positive, with comments including "I love my job" and "Whenever I asked for training, I get it."

## 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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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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