

# Capability Scotland - Perth Services Housing Support Service

Upper Springland  
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**Type of inspection:**  
Unannounced

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**Service provided by:**  
Capability Scotland

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## About the service

Capability Scotland aims to deliver exemplary care, support, and education for disabled children and adults across Scotland and to help people achieve the very best outcomes in their lives, no matter their needs. The combined housing support and care at home service in Perth were registered with the Care Inspectorate in April 2020. This was a small service supporting four people who lived in and around the city of Perth. The service was led by managers based at Capability Scotland at Upper Springland in Perth.

## About the inspection

This was a full inspection which took place on 20; 21; 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 two people using the service and one of their family representatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- The service's values were person centred, with staff and managers all committed to ensuring people's support preferences were respected and promoted.
- We heard that supported people had a wide range of meaningful things to do and were supported to access the community so they could follow their interests and participate in activities.
- People were empowered to be as independent as possible.
- Staff were enthusiastic and felt part of a mutually supportive team.
- Staff told us that their leaders were supportive and accessible.
- Staff had undertaken a wide range of training courses, which they told us were relevant to their roles and helped them to provide high quality support to people.
- Capability Scotland had a wide range of robust and well written policies and procedures, which provided staff with clear guidance and helped to keep supported people safe.
- Service improvement focused on individual's support planning and their support plans were comprehensive. We concluded that this aspect of the service could have been enhanced further with a stronger service improvement plan, to consider how the service as a whole could expand and develop.

## 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 people's wellbeing and concluded that the performance of the service in this area was very good. This meant that the service demonstrated major strengths and 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, encouraging and positive relationships between staff and the people supported by the service. We observed that supported people were treated with compassion, dignity and respect at all times. We concluded that the values and ethos of the organisation were embedded in the culture of this service and demonstrated in the practice of staff.

We learned from the service that their values were rooted in providing person centred support and they were committed to driving this forward in practice. People told us that their wishes and preferences were at the centre of the services values and what they aimed to provide. If people were unhappy about any aspect of the service or their support then they said they would be able to talk to their support workers or the manager about this.

People should be empowered and enabled to be as independent as possible and as in control of their lives as they want and can be. People and relatives were complementary about the support staff provided. We heard and observed that staff focused on people's abilities and promoted individual's independence, whenever they could. This ethos was embedded in the service's values and culture and reflected in the training staff were required and encouraged to attend. Staff were enthusiastic about their roles, and many referred to themselves as 'enablers.' They were able to explain the importance of enabling and empowering people to meet their desired outcomes, rather than merely supporting them to do so. Staff understood their roles and what the people using the service wanted to achieve. Staff told us that they had enough time to do their jobs well.

People should be supported by staff they know so that they experience consistency and continuity. We heard from one professional that the service supported someone who could sometimes display challenging behaviour. Staff knew this person well and understood what caused this person stress and distress. As a result, they were able to support them and manage any behavioural challenges sensitively. Whenever possible, support was provided by a small cohort of staff, which offered consistency and stability for people. We observed that this had nurtured very close supporting relationships between people and staff. One person told us that they had a core staff team working with them, plus a few additional back up staff members, all of whom they knew well. The service maintained a settled staff team and even when new staff were introduced, this was done gradually. This ensured that any disruption was minimised, which provided this person with the consistency and continuity they valued.

People were supported to access the community. In practical terms, people were supported with appointments, dealing with benefit issues, as well as their physical and mental health. In addition, people were supported to pursue their interests and attend activities in the community.

**How good is our leadership?****5 - Very Good**

We evaluated how good the service's leadership was and concluded that the performance of the service in this area was very good. This meant that the service demonstrated major strengths and there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

Many of the service's policies and procedures were held in common with other services at Upper Springland and Capability Scotland nationwide. Policies and procedures were regularly updated, to reflect changes in legislation and good practice guidance. We found that policies were robust, well written and easy for staff to follow.

People benefit from a culture of continuous improvement, with organisations having robust and transparent quality assurance processes. We found that quality assurance and auditing systems were in place, including reviews of people's support and feedback opportunities for them. This ensured the quality of the service was maintained and helped managers and staff to reflect on areas for improvement and consider new ideas and opinions. Staff told us that their managers was supportive, approachable to them and to supported people. Staff told us that managers were visible and active in Upper Springland. Although the service under inspection was not based there, staff told us that managers were often on site, that they made a point of seeking staff out and they were interested in their all round wellbeing. Staff told us that their managers remained involved in the day to day work with people and many had previously been support staff. All of the staff we spoke to were happy in their work and it was clear that much of this was down to the close knit supportive environment, which has been embedded in this service by the leadership and is a strength of its culture.

The service's accident and incident policy and procedures were clear. Incident reports were well written and there was evidence that de-briefing sessions promoted staff members wellbeing and supported them to learn any lessons from incidents.

Capability Scotland had a strategic plan, and there were improvement plans for all of the services at Upper Springland. Plans to improve this service were clearly reflected in people's support plans. Given the small number of people supported by this service and their diverse support requirements, this was an effective method of promoting people's wellbeing and their desired personal outcomes. The provider wanted to expand this service. We heard that the leaders had held initial discussions with partner agencies to consider potential routes for development. Although this process was at an early stage, we suggested to the manager that this initial consultation could form the basis of a service improvement plan. We heard that communication within the service, with people's relatives and external professionals were good and this was especially the case if there were any safeguarding concerns about supported people.

## How good is our staff team?

## 5 - Very Good

We evaluated how good the service's staff team was and concluded that the performance of the service in this area was very good. This meant that the service demonstrated major strengths and there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

Capability Scotland's human resources (HR) staff conducted recruitment checks. Communication between the service and HR staff was efficient. Recruitment practices were safe and robust. Where possible, supported people should take part in staff recruitment and training and involving supported people in this process is seen as sector leading. Supported people had the opportunity to be directly involved in the recruitment of staff. One supported person had asked their own questions of employment candidates, during job interviews.

People should 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. New staff were required to go through an induction programme of essential training and familiarisation with Capability Scotland's values, ethos, policies, and procedures. Newly appointed staff told us that their induction training had helped them settle into the organisation and understand their roles. As part of their employment probationary period new staff were required to complete a workbook, which encouraged them to reflect on their progress and to raise questions. Staff were required to undertake essential training and encouraged to attend additional courses. There were high completion rates for initial and refresher training. Staff told us that their training was relevant, it increased their knowledge and helped them in their roles. Staff had all received safeguarding or adult support and protection training. This meant that staff understood the principles of safeguarding. Staff were alert to the possible signs of harm, they knew what to do if they had concerns and to whom, in the organisation, they should report any concerns. We spoke to a social worker, who told us that they had confidence in the service's safeguarding practices because they communicated concerns swiftly and effectively. We looked at the support the service provided to people with their medication. All staff were required to undertake training and thereafter, seniors periodically observed their practice. We inspected medication records and found that these were all in order.

We looked at a sample of staff supervision records. Supervision was held regularly. In addition to supervision, staff met as a group to reflect on their practice and to share ideas. Staff told us that this was a safe and supportive environment, which enabled them to consider different work situations and to develop their practice. They described a culture where if they were struggling with anything, they could ask questions and would be supported by their managers and colleagues. Staff records showed direct observation of practice from managers, which included findings and any required actions. Each member of staff had an annual appraisal, where recent training was discussed and further training planned. This promoted skills development and service improvement.

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

We evaluated how well the service's support was planned and concluded that the performance of the service in this area was very good. This meant that the service demonstrated major strengths and there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

We looked at the support plans of the four people using the service, all of which followed a similar pattern. The contents of the plan's were clearly set out. There was a picture of each person at the front of their plan to identify them. People's basic details were recorded, as were the names and contact details of their representatives and the professionals involved in their support. People's legal status such as guardianship was documented, as were the contact details of their guardians. To ensure that people's rights were fully protected, this could have been enhanced by stating if guardianship was under consideration or if someone had capacity and could therefore make decisions about their own health and well-being independently.

People should be fully involved in reviewing their personal plan. Each person had an assessment and support plan, as well as risk assessment and management plans. Support plans stated who had contributed to the plan and reviews and included the person, their relatives and representatives and other professionals who were also involved with the person. People should receive information and advice in a format or language that is right for them. Support plans had easy to read symbols as well as text written in plain English making them as accessible as possible.

The support plans provided details about important health conditions and treatments as well as people's abilities and any disabilities that they wanted support with. There was an account of each person's background as well as who and what was important to them. People's interests were clearly explained, for example, one person's support plan told the reader what he liked to do with support and how often this happened. It named the places he had visited in the past years, which included Dundee, St Andrews, Stirling and sometimes further afield. He had also been supported to go fishing, as well as ten pin bowling. This section of each plan was particularly person-centred and provided a comprehensive picture of who each person was as well as what their likes and dislikes were and their desired outcomes.

The plan detailed situations that people may have found challenging or which may have provoked stress and distress. Support plan stated what staff should do to help to keep people safe when they were in the community and how to support them if they were worried. There was a section about people's communication methods, which included possible barriers to communication and details about people's support requirements to help them communicate more effectively. There was further information about personal care support requirements and for some people notes explaining any changes in these, for example due to the increasing impact of any health conditions. There were details regarding any mobility issues, as well as what assistance may be required in moving and assisting people with, for example, transfers to and from a wheelchair. The information in people's support plans provided clear guidance for staff to provide the best support for people and to maximise independence and helped to keep them safe.

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

### Requirements

#### Requirement 1

The manager should consult upon, and review, the process of collecting information, opinions, choices, wishes and the outcomes to be worked towards. This will include a review of the support plan so it is fit for purpose for the newly operational community service. It should clearly record outcomes specific to the individual within this service.

This is in order to comply with Regulation 5(2)(a)(b)(c) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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' (HSCS 1.15) and '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. (HSCS 2.12)

**This requirement was made on 29 March 2022.**

#### Action taken on previous requirement

We inspected assessment and support plans as well as the reviews of all four of the people using this service. We saw in all of these documents that the service had consulted with each person they supported, their relatives where they were involved as well as external professionals. We found that these documents were detailed, they were fit for the purpose of this service, and they clearly recorded the outcomes for each individual supported by the service.

**Met - within timescales**

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

### Areas for improvement

#### Previous area for improvement 1

The service should design a file audit tool to include who has capacity and who has legal representation. The audit should also make provision to evidence that legal representatives have been consulted where necessary. A robust audit will ensure that relevant information has been recorded and staff are working consistently towards the same individual outcomes.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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' (HSCS 1.15) and 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions' (HSCS 2.11).

**This area for improvement was made on 29 March 2022.**

#### Action taken since then

The service had added tools to audit the information contained within people's support plans, which recorded if people are under legal measures, such as guardianship and legal representation. We found that sufficient progress had been made to conclude that the area for improvement had been met. However, records could have been more explicit and stated clearly for each person if: they did or did not have capacity; if a legal order was or was not in place; or if a person legally had capacity and was therefore, independently able to make important decisions about their health, well-being and finances.

## 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
1.3 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
3.3 Staffing arrangements are right and staff work well together	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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