

Capability Scotland Edinburgh Support Service

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Type of inspection:
Unannounced

Completed on:
11 February 2026

Service provided by:
Capability Scotland

Service provider number:
SP2003000203

Service no:
CS2003011114

About the service

Capability Scotland (Edinburgh) is based in Craigmillar and provides day opportunities, community support (including care at home and short breaks) for adults aged 16 and over with learning disabilities, physical disabilities and sensory impairments.

The day opportunities service is registered to support up to 22 people per day. At the time of inspection, 33 individuals were using day opportunities and community support across the week.

The short breaks service provides support for between two and three people during each stay.

About the inspection

This was an full inspection which took place on 30 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 or got feedback from 15 people using the service or their representatives
- spoke with or got feedback from 12 staff and management
- observed practice and daily life
- reviewed documents
- got feedback from visiting professionals.

Key messages

- Interactions were meaningful and people were visibly happy in the environment.
- An embedded occupational therapist promoted a proactive approach to posture management and supported people to remain independent.
- Recruitment procedures were strong and pre-employment checks were carried out, which safeguarded people using the service.
- Staffing was consistent, which promoted continuity of care and allowed people to build positive working relationships.
- Support plans were person-centred, goals-focussed and regularly reviewed.

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
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?

6 - Excellent

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

During inspection, staff engaged in warm, natural conversations tailored to each individual, using humour appropriately to build rapport and create a relaxed and inclusive atmosphere. Interactions were meaningful rather than being task-focussed, with people visibly enjoying spending time with staff and appearing comfortable and happy in their environment. Positive reactions were clearly evident when staff entered rooms, reflecting the strong and trusting relationships people had with staff. Staff showed kindness and appropriate affection within professional boundaries. Communication was attentive and responsive, with staff actively listening or trying to understand people, adapting their approach to each person's communication and understanding needs. This meant people experienced interactions that were meaningful and person-centred.

The service demonstrated a strong and proactive approach when concerns arose regarding a person's health or wellbeing. Staff responded promptly to any suspected issues, taking appropriate and timely action while ensuring that relevant professionals and family members were kept informed. From observations, documentation and feedback it was clear that staff were vigilant and recognised subtle changes in people's wellbeing. Communication with healthcare professionals was clear, consistent and effective, with professionals confirming that appropriate referrals and follow-up actions were made whenever there were concerns about people's wellbeing. This ensured care was responsive, and concerns were escalated to the appropriate person in a timely manner.

There were clear measures in place to ensure people were well supported emotionally as well as physically. Where relationships between staff and individuals were not the best fit, the service responded appropriately and sensitively to protect the wellbeing of people using the service. This demonstrated that the service prioritised people's emotional wellbeing and overall experience.

During activities, people were observed being empowered and encouraged to participate in ways that suited their abilities and preferences. Staff adapted their approach according to each individual, promoting independence wherever possible. People were supported to help serve lunch and prepare food for the group, creating an inclusive atmosphere where people felt valued. The service offered a variety of meaningful activities tailored to individual interests, including cooking groups, art sessions, games and themed events. A recent "Strictly Come Dancing" competition gave people the opportunity to meet people from other hubs, engage in friendly competition and experience a sense of inclusion and shared enjoyment.

Having an occupational therapist embedded in the service meant people had access to specialist support with their mobility and independence aids and meant staff had consistent support from a professional on site. During observations of mealtimes and activities, people were seen to have access to appropriate equipment to promote independence. Individuals were supported to eat and drink with the level of support tailored to suit their needs and preferences. People appeared to be comfortable in their seating with appropriate positioning, specialist support cushions and suitable utensils available. Staff demonstrated a strong understanding of people's postural support needs following recent implementation of training across the organisation. This promoted a proactive approach to maintaining independence and comfort, reducing the risk of long term issues associated with poor posture. It was clear that this was sector leading work that other services could learn from.

Staff received additional training in areas such as epilepsy management and the use of enteral feeding devices, enabling people to be safely supported within the service without unnecessary use of external resources for routine care and medication administration.

Robust procedures were in place for the management of medication, along with staff training. This helped to protect the health and wellbeing of people using the service. Strong Adult Support and Protection and whistleblowing policies were in place and were supported by staff training. This meant staff were able to recognise when people were at risk of harm and act appropriately. These measures helped to safeguard people using the service.

Relatives shared that the short breaks service had a positive and meaningful impact on people's lives. This enabled people to access consistent 1:1 support within the community, provided by staff from both Edinburgh hubs. As people had already established strong relationships with these staff through attending day services, this continuity helped reduce anxiety and promoted a sense of safety and security.

One relative shared "It's an excellent service" and another said "I thank my lucky stars that we got (them) a place there. The whole set up is amazing. They are just so good with (them)."

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.

Robust recruitment and selection procedures alongside pre-employment checks helped to protect the safety of people using the service. Staff reported receiving good support during induction, including sufficient time to shadow more experienced colleagues and get to know people before working independently. This meant people were supported by staff who were competent.

Staffing numbers were determined by the individual needs of people using the service each day. During inspection, individuals appeared meaningfully engaged and supported throughout the day, with any needs being met without delay. Staffing was consistent, allowing people to receive support from familiar staff who understood their needs and preferences. This consistency extended to the short breaks service, which was staffed by the same team. This promoted continuity, trust and person-centred support.

Staff were up to date with mandatory training and had completed additional training relevant to the needs of people using the service. This included enteral feeding, medication administration, epilepsy awareness and postural support training. This meant people were supported by staff who were appropriately trained. Staff indicated that they would benefit from further positive behavioural support training, something that the service had already recognised and was in the process of implementing.

Staff meeting and supervision sessions were used as opportunities to share information, review practice, support staff wellbeing and discuss service changes. Staff reported feeling supported at work, being encouraged to participate in learning opportunities and feeling happy coming to work.

One staff member said "We have a strong passionate staff team which support each other and communicate well."

How well is our care and support planned?

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.

Sampled support plans were well written, detailed, and person-centred. They reflected individual needs, preferences and daily routines. Plans clearly outlined communication needs, including verbal and non-verbal methods and guidance for staff to recognise how individuals expressed needs, wishes or mood. This ensured staff had the information needed to provide consistent person-centred care.

Relatives shared they felt included in the care planning process and regularly contributed to reviews of their loved one's plans. Six-monthly reviews were used as opportunities to get feedback from relatives, assess whether the service was meeting people's needs and for relatives to share any concerns. This showed good partnership working, which enabled relatives to feel included in their loved one's care and in the development of the service.

Care plans explained individual disabilities in clear, meaningful terms, focussing on how each person was affected by their condition rather than listing diagnoses. Medication sections contained detailed guidance, including reason for medication, dosage and potential side effects. This supported safe and informed medication practice.

Strengths, abilities, limitations and reasonable adjustments were recorded, ensuring that independence was maintained wherever possible. This highlighted that the service promoted independence and had a goals-focussed approach to care planning.

People's mobility support needs were clearly documented, including type of equipment in use, safe use of individual equipment (with picture references), positioning within chairs and how to safely transfer each person between chairs or during personal care. This reduced the risk of injury and promoted safe equipment use.

The service had recently introduced a digital care planning system and was in the process of transferring information from paper-based plans into electronic formats. Diary-style communication between home and the service meant that information was shared daily with relatives and staff within the service. The management team was also developing a new secure recording system to protect privacy and ensure accurate records of daily support provided.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
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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