

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

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Unannounced

**Completed on:**  
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**Service provided by:**  
Capability Scotland

**Service provider number:**  
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## About the service

Capability Scotland Community Living Services South West is a combined registered service operating in Renfrewshire, Glasgow and East Renfrewshire.

The service offers housing support and care at home to people with physical disabilities, learning disabilities and mental health difficulties in their home and community. The hours and type of support a person receives is determined by a needs assessment. There were 34 staff employed by the service at the time of inspection and 17 people being supported by the service.

Capability Scotland Community Living Services South West aims to support people to achieve their own personal objectives by providing high quality, safe and compassionate care that meets needs and promotes rights, with a person-centred approach.

## About the inspection

This was an unannounced inspection which took place between 13 to 15 May 2024. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with six people using the service and five of their friends and family members
- spoke with six staff
- observed practice and daily life
- reviewed documents.

## Key messages

People using the service received high quality and consistent care and support.

Staff were kind caring and compassionate.

Staff were skilled in supporting complex needs and skilled in delivering person-centred care.

People were supported by the right number of staff at times that were convenient to them.

The service should improve the recording of people's outcomes and achievements..

## 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 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?

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.

Capability Scotland Community Living Services South West demonstrated the Health and Social Care Standards in their everyday practice. This encouraged a climate of warmth, respect, and dedication to giving people the best service possible.

People and their families gave positive feedback about the service and explained the difference it has made to their lives. One person told us "I trust my staff and have known some of them for many years, they are like family". This consistency had supported the person to improve their health and wellbeing and live independently in the community. We saw other positive outcomes including people being supported to form friendships, join social clubs, gain voluntary employment, and learn new skills. These achievements had significantly improved people's confidence, health, and wellbeing.

The support provided benefited both people using the service and their relatives. A relative told us "The staff are on it and I cannot speak highly enough of them". Another family member shared that there were able to have a full life knowing that their loved one received consistent, quality care. Families told us that the service goes 'above and beyond' to keep them included. For example, there were weekly digital catch up meetings between the management team, people using the service and families, which ensured meaningful communication for all.

The service supported people to improve their health and wellbeing. Staff were experienced and continuity within teams meant that the service thoroughly understood people's needs. When accidents or incidents happened, the service followed a methodical approach to understand and learn from the experience to promote people's safety. There was good practice in the management of people's medication. We observed clear communication, appropriate support, and robust recordings when medication was given. The service also demonstrated a multi-disciplinary approach where they worked in partnership with learning disability nurses, district nurses and social work. One social worker shared "The standard of care provided by Capability Scotland is exceptionally high, working in a person-centred way with continual communication". The service evidenced good communication and responded well to advice ensuring that people received high quality care and support.

People were encouraged to be included in all aspects of the service. For example, people were involved in the recruitment of staff and asked questions which were important to them. People had six-monthly person-centred reviews which highlighted the views of people, their families and external professionals. People who could not, or did not want to, attend reviews in person completed a 'pre-review assessment' that expressed their wishes, which then shaped the agenda of the meeting. There were also regular feedback forums in which people using the service expressed their views and suggested ideas on issues such as activities, opportunities, and what they would like to achieve. Having these in place ensured that people were fully included in their service, and had the support and confidence to have their voice heard. To further enhance this, we asked the service to include people's feedback in the service's improvement plan. Having this approach would create even more inclusivity and help the service to further develop in the future.

Each person using the service had their own care plan. Care plans included comprehensive details about a

person's interests and needs. For example, there was detail about people's life histories, their likes and dislikes, and what was important to them. Plans also clearly detailed people's care needs in areas such as personal care, eating and drinking, mobility, and complex areas such as ventilator care. This was done well with person-centred planning that gave detailed descriptions of the support each individual required for staff to follow.

We felt that plans could better evidence people's outcomes. For example, the service had recently supported someone with complex health needs to a gaming convention which brought them a sense of joy and pride. Another person had been supported to stop smoking which had significantly improved their health, wellbeing, and finances. These were positive life experiences that were not fully captured in plans. The service acknowledged that it would record people's accomplishments, and the benefits these have for their quality of life, such as stronger community ties and better health and wellbeing, better. This will make the service even more outcome-focused.

### 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.

There was positive morale across the service and people described it as being a fantastic place to work. A member of staff shared "I like to be able to share my skills and knowledge". Staff shared that management were always accessible and promoted an open-door policy. We observed good communication between management, staff, and relatives throughout the inspection. Having leaders who were visible and supportive empowered staff to provide high quality care for both people and families.

Staff were recruited safely in line with national guidance with appropriate checks, references, and professional registrations. Training provided by the service was thorough and promoted in person courses, e-learning, and self-development as well as specialised training for more complex needs such as ventilator care. Frequent refresher courses allowed staff to continuously build on their knowledge and skills, and observations of practice ensured staff delivered high levels of care and support. The service self identified the importance of regular observation. In an effort to improve this even more, the service implemented a checklist that provided explicit guidelines on what was expected of staff and whether any additional training was required. This ensured that all staff had the knowledge and skills to provide essential care.

A review of rotas evidenced that people were supported by staff who were familiar to them. There was consistency in staffing and people were cared for by the right number of people at the right time, promoting effective care and meaningful relationships. Rotas were planned in advance taking into consideration staff and people using the service. We recognised the pressure upon the service when there were staff absences, and management were proactive around arranging cover and staff were quick to offer support and provide additional cover where needed. This meant that care was not interrupted for people who continued to have ongoing activities and positive outcomes.

Staffing arrangements were appropriate to meet people's varied needs and wishes. For example, people received at least three hour visits which promoted meaningful interactions and effective care and support. Staff turnover was low and current staff had longstanding service. This allowed for continuity of care and people felt at ease and built trust with staff, allowing them to meet their desired outcomes. The service also operated a 24/7 on call service which was available for both staff and people using the service. Through observation it was clear that the whole staff team worked well together with a shared commitment and proactive approach to help each other deliver high quality care to people.

Staff wellbeing was valued and the management team recognised the complexity of the role and issues such as lone working. To promote wellbeing, Capability Scotland introduced a staff yammer page which was a digital application that allowed staff to connect and share wellbeing tips. Staff also had access to an employee assistance programme which offered counselling and other forms of support. There was a popular step challenge which encouraged staff to achieve their daily steps and include this with people using the service. By promoting a positive working environment where staff feel supported, and their achievements were recognised, there was high levels of morale and performance. This ensured that people were supported by a motivated and dynamic staff team to meet their needs, wishes, and outcomes.

## 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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