

Real Life Options West Lothian Housing Support Housing Support Service

Unit 14b
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Dickson Street
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Telephone: 01383 842 947

Type of inspection: Announced (short notice)
Inspection completed on: 13 December 2016

Service provided by:
Real Life Options

Service provider number:
SP2003001558

Care service number:
CS2012311702

About the service

Real Life Options West Lothian - is registered to provide a combined housing support and care at home service to adults living in their own homes. Because the same staff team provide both services in a combined way we inspect them as one service. The service is provided by Real Life Options (RLO) which manages a number of projects throughout Scotland.

Real Life Options West Lothian Service provide a combined housing support and care at home service to people with a learning disability who are living in their own homes. The service presently has an office base in Uphall, West Lothian. They provide support to people living locally to this base. The level and type of support provided is based on individual's needs. Two people were using the service at the time of our inspection.

RLO states their purpose is to:

'Provide self-directed support that puts people with disabilities in control of their own lives. We will work to ensure people have equal rights as citizens and receive the support they need, to maximise their independence and social inclusion, and to exercise choice about their own lives.'

Their mission is to:-

- 'Be passionate about delivering high quality personal support to customers who have a disability.
- Have a responsive and flexible approach in all areas of our activities.
- Provide professional, innovative and effective customer focused services.'

What people told us

We did not receive any Care Inspectorate questionnaires back before the inspection. During the inspection we met with one service user who said he was happy with the support he received and liked the staff that helped him.

Self assessment

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The service provider identified what they thought they did well, some areas for development and any changes they planned.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Through discussions with the manager, service user and looking at support plans, risk assessments and other documents we found the two people using this service had very good care and support. The staff team were very aware of the service user's routines, likes and dislikes and how they liked to be supported to be as independent and as safe as possible.

The manager was proactive in altering staff hours to meet the different needs of the service users. This was assisting with personal care tasks when needed, accompanying people on activities, outings, holidays and with household tasks such as shopping or finances. At the service user's request staff did not always go to the service later at night any more, just calling the house to ensure everyone was fine. Both service users were aware of how to contact emergency services, on call systems and the manager if needed out of staff working hours.

We found the support provided was at the service users own pace, with staff being adaptable if individuals changed their mind about what they wanted to do. Staff were very good at encouraging people to be active and eat as healthy as possible, even when at times this encouragement was not welcomed. Service users were in control of any menu planning, often changing their minds of what they wanted to eat. Staff were also very good at knowing the particular routines each individual liked to follow, whether this was going out in the community, seeing family, arranging outings and activities or just relaxing within the house and garden.

The service had employed a male member of staff after a specific request from one of the service users. We were told this person now enjoyed doing some more male orientated activities than previously.

The service had good risk assessments in place which covered all areas of an individual's life, health, support and medication. The services medication records were regularly reviewed by the manager and staff, all staff had up to date training regarding medication and their processes were audited by Boots on an annual basis.

What the service could do better

RLO had produced a new 'All my Medications' document. After discussion with the manager it was felt this was not appropriate for this service and was a duplication of already recorded information. This was removed from both service user files.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings	
16 Oct 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good

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