

# Real Life Options Hawick Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
2 December 2024

**Service provided by:**  
Real Life Options

**Service provider number:**  
SP2003001558

**Service no:**  
CS2015335704

## About the service

Real Life Options Hawick is registered to provide a combined housing support and care at home service to adults living in their own homes.

At the time of inspection, five people received support over a 24 hour period within their purpose built home close to the town centre. 14 people received a variety of hours of support throughout the week from the outreach service with one person receiving sleep over support. Supported hours within the outreach service ranged from two to 36 hours per week.

The service operates from an office in Hawick town centre which is accessible for staff supervisions and meetings.

## About the inspection

This was an short announced inspection which took place on 26 November 2024. Our visit was then followed by time examining evidence remotely. 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 six people using the service and considered feedback from eight questionnaires, some of which were completed by relatives.
- spoke with staff and management and considered feedback from 14 questionnaires.
- observed practice and daily life.
- reviewed documents.
- considered feedback from five visiting professionals.

## Key messages

- People were fully involved in making decisions about their life.
- Care and support plans and risk assessments contained some excellent guidance to support people.
- Supported people were included and involved in the recruitment of new staff to their team.
- People could be confident they were kept safe as a result of good recruitment and induction processes and there were sufficient staff with the right skills to support them well.

## 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 made an evaluation of excellent for this key question. The service provided outstandingly high outcomes for people's health and wellbeing.

Real Life Options, Hawick (RLO) continued to be proactive in reviewing historical restrictions in practice which had taken away people's choices. This meant, with the right support and risk assessments in place, people were encouraged to be in control of their finances and medication. This autonomy enabled people to build their confidence and independence. Where there were legal restrictions in place, these continued to be reviewed regularly to ensure they were the least restrictive to the person.

One relative told us: *'I cannot speak highly enough of the care provided. My loved one is listened to and encouraged to be more independent and pursuing things for themselves.'*

A visiting professional told us how *'the service had provided quality support to a newly supported person due to the trusting relationship the person had developed within the service.'*

Two people were involved at a national conference, where they were invited to speak about their experience of not being in control of their lives. Both were now involved in a restrictive practice working group to develop training for staff across the organisation.

*'to be able to speak up was nice, it made me more confident.'*

Monthly keyworker meetings continued. These had been further developed to ensure the quality of information recorded was person centered and captured the supported person's wishes. These meetings meant people's plans were kept alive.

Meeting notes sampled showed people were fully involved in making decisions about their life and were supported to reflect and discuss future goals. This enabled people time to make informed choices with staff who were respectful and reassuring.

People's health was monitored by staff who knew them very well and were able to recognise any change in the person's presentation. Any concerns were raised timeously with the relevant professional.

Where able, people were fully involved in any decisions about their health. One person had recent changes with their food consistency and was being supported to adapt to the changes at a pace of their choice.

We heard from visiting professionals of continued good links:

*'Staff are always knowledgeable about individuals needs.'*

*'In terms of providing fulfilling lives, RLO work to the wishes of the client, where possible.'*

*'The service take a very proactive approach to reporting issues and concerns.'*

Care and support plans and risk assessments contained some excellent guidance to support people. This included information to understand each individual's way of communication. Guidance related to stress or distress was transferred to 'as required' (PRN) medication protocols and ensured all possible avenues were addressed prior to having to administer any PRN medication.

We advised a few areas within outreach plans to be reviewed to make information clearer and more accessible for staff.

People were very active and enjoyed their lives with excellent support and oversight from the service. One person spoke of having met friends through setting up a social group where they enjoyed planning trips out and attending various events throughout the year.

## How good is our staff team?

### 5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

Supported people were included and involved in the recruitment of new staff to their team. There were opportunities to meet candidates, ask questions and observations of interactions were gathered. This process meant people were valued and listened to, with their feedback influencing the potential candidate moving to the next stage of the recruitment process.

One person told us they *'feel really important when involved with interviews and recruitment.'*

A thorough induction period ensured new staff were equipped and competent to support people in line with the values of the Health and Social Care Standards.

Newly recruited staff confirmed they had been supported into their role well.

People could be confident they were kept safe as a result of good recruitment and induction processes and there were sufficient staff with the right skills to support them well.

Staff were very supportive of each other at the service we visited. This positive team support led to a warm atmosphere within the service and enabled good relationships to be built with people receiving support.

Within the outreach service, staff knew people they were supporting well. Supported people were valued as individuals and their choices, wishes and needs were respected.

One person told us *'All the staff are great. I can share ideas and staff help make them happen.'*

There were various avenues for staff to communicate about their work through handovers; daily communications; regular team meetings and supervisions taking place.

This meant staff had the opportunity to reflect on and share best practices; be informed; respond to changes and to identify where outcomes could improve for people.

## 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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