

Real Life Options - Glasgow Balmore Service Housing Support Service

2nd Floor
Academy House
1346 Shettleston Road
Glasgow
G32 9AT

Telephone: 01417 783 949

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Unannounced

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Service provided by:
Real Life Options

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Service no:
CS2004078505

About the service

Real Life Options - Glasgow Balmore Service provides 24 hour housing support and care at home services to adults with learning disabilities, physical disabilities, autism and mental health difficulties living in their own homes, and in a community setting in nine separate houses.

At the time of the inspection there were 15 people receiving 24-hour support and three in receipt of an outreach service.

The organisation's vision is: - A society in which disabilities are not a barrier to people taking control of their lives.

In their mission statement they say: - We work to ensure people have equal rights as citizens; receive the support they need to maximise independence and social inclusion and the right to exercise choice in their own lives.

About the inspection

This was an unannounced inspection which took place between 19 and 26 May 2025. The inspection was carried out by two inspectors from the Care Inspectorate. Glasgow Balmore has close operating links with Glasgow Glenwood service. Both services operate from the same office base. Therefore, the inspections were undertaken simultaneously. A separate report was prepared for each registered service.

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 nine people using the service and five family members.
- We spoke with eight staff and management.
- We spoke to two professionals.
- Reviewed relevant documents.
- Observed daily life.

Key messages

- People benefited from very good quality support from a dedicated staff team familiar with their needs and preferences.
- People receiving care and support and their families were very satisfied with the service.
- The staff team worked well together to promote a positive experience for individuals.
- Quality assurance was well led.
- Personal plans were person centred reflective of people's current support needs.

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?	4 - 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 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.

People were treated with compassion and respect. We saw positive interactions between staff and people supported. Staff were familiar with people's needs and wishes.

People told us "I feel listened too" and "I would give staff 50 out of 10". This gave assurance people felt well supported.

Families were confident that people were supported by a staff team who knew people's needs and preferences. One family member told us, "Staff are so good, and staff are like family".

Staff used effective strategies to support people experiencing stress and distress. We observed an individual being skilfully supported with kindness and compassion. Staff were confident in their approach and knowledgeable about people's presentation and their communication needs. This meant people could be confident they were supported by staff who knew them well and could respond to their needs appropriately.

Staff responded to changes in the physical and mental wellbeing for those supported by the service. There were effective working relationships with external professionals. We received positive feedback from external professionals. One professional told us "The service provides high-quality level of care and engages well". This collaborative approach kept people well.

Medication was managed well. Appropriate systems ensured people received their medication at the right time which promoted safety and wellbeing.

Meaningful activity promotes wellbeing. We saw that people were enabled to be as independent as possible. People were being encouraged with household tasks including cleaning, menu planning, using public transport, employment workshops, cooking and laundry. This gave a sense of purpose and achievement.

People have the right to undertake activities that matter to them. People were supported to participate in a range of their chosen activities. We heard about activities enjoyed, such as concerts, trips to museums, piano lessons, meals out and shopping. Some people had benefited from a recent holiday. People told us they enjoyed these activities. Comments included "I really like going out with my staff" and "It's my choice what activities I do". This helped ensure people got the best out of life. The service should develop ways to document activities to fully reflect achievements. The management team acknowledged this was an area that required development and were receptive to suggestions made during the inspection.

The Service's policies and procedures, aims and objectives reflected strong values and the principles of the Health and Social Care Standards which promoted good staff practice. This helped ensure ensures that people's support arrangements were undertaken in a way that respected their rights and choices.

How good is our leadership?

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.

People benefited from a well led service. Effective Quality assurance systems supported a culture of continuous improvement. The management team had a good overview of quality assurance. A dedicated compliance officer undertook quality assurance checks within the service such as documentation, medication and infection control, using a range of audits to assess the quality of the service and compliance to expected standards. Feedback was shared with the staff team and appropriate action plans had been developed where needed to direct improvement. The outcome informed a comprehensive service improvement plan. The management's own analysis demonstrated positive outcomes achieved as a result. This gave assurance that quality assurance systems helped drive improvement.

People can expect to be meaningfully involved in the development of their care service. Questionnaires had recently been circulated to the people who use the service and their families. Feedback was positive. However, the information gathered was not incorporated into the service improvement plan. The management team should ensure that feedback from all stakeholders is used to inform service improvements.

Staff attended team meetings and one to one supervisions with their line manager. This gave an opportunity to express their views on what was working well and discuss where developments were needed. This meant staff felt listened to and valued.

The manager maintained an overview of accidents and incidents. A lesson learned approach helped ensure learning was taken from any unplanned incidents. Management debriefing was undertaken following adverse events which demonstrated reflection on events and actions taken.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People can expect staff to be trained, competent, and reflect on their practice. A staff training programme was in place, with a recent transition to a new online training platform. However, the new system was not fully embedded and could not accurately report on completed training. This made it difficult to identify which staff required updates. We were reassured as staff were able to confirm to us what training they had completed. This included a variety of in-person training sessions, including first aid and moving and assisting. Management assured us that the issue with training records would be rectified.

People could be confident that safe recruitment guidance was followed by the service. An induction programme for new employees helped ensure staff were prepared for their role. This included shadow opportunities to facilitate introductions with people who experience support. We were encouraged that people supported were involved in the recruitment process. This promoted inclusion.

Staff were registered with relevant professional bodies where required and understood their roles and responsibilities.

The staff group were well established and worked well together. There was respectful communication. Good working relationships within the teams contributed to a warm atmosphere and a positive working culture. People and their families told us how they valued the support provided. Comments included "I cannot fault the staff, they are super". This showed families had confidence in the support provided.

Staff expressed that the management team were knowledgeable and supportive of their work. They

demonstrated an understanding of the nature and challenges associated with the role. Additionally, they described the management team as open and approachable, fostering a collaborative working environment. There were opportunities for staff to discuss aspects of their work, development and wellbeing through team discussions, reflective accounts and formal supervision. This meant staff felt listened to and valued.

Staffing levels provided staff with sufficient time to provide compassionate care and support.

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.

People can expect to be supported by staff who have the necessary information about their needs and wishes. Personal plans were person-centred and involved those living in the service. Personal plans gave staff very good direction to staff about people's support needs and their choices. There was good detail about known risk factors and planned interventions to mitigate these. It was evident that staff knew people well and could respond to changes in their health and wellbeing. This helped promote health and wellbeing.

Personal plans were developed in partnership with people receiving support and/or their family representatives and external professionals. This helped ensure people's support was right for them.

Where needs changed personal plans were updated. All plans had been reviewed in last six months to ensure they reflected people's current needs.

The legal status of people was recorded and reflected who should be involved in decisions about each person's future care. This helped ensure people's wishes and preferences were accurately reflected in their personal plan.

Services should keep clear and accurate records of daily care and support delivered and people's presentation and wellbeing. Record keeping would be enhanced by evaluating people's experiences. The management team acknowledged this was an area that required development and were receptive to suggestions made during the inspection.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	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?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - 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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