

Real Life Options Glasgow - Glenwood Service Housing Support Service

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Unannounced

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Service provided by:
Real Life Options

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Service no:
CS2015342111

About the service

Real Life Options - Glasgow Glenwood 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 17 people receiving 24 hour support.

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 Glenwood has close operating links with Balmore. 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 eight people using the service and four family members.
- We spoke with nine 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 service was led by approachable and responsive management team who were committed to making improvements.
- Quality assurance was well led.
- Personal plans were person centred and directed staff on how they should provide care and support.

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's health and wellbeing should benefit from their care and support. We observed a team of dedicated compassionate staff who clearly cared for the people they supported. One person told us "Staff are the best". This gave assurance people felt well supported.

Relationships were based on trust. Staff were skilled at understanding and responding to people's individual communication needs. 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.

Feedback from families showed high levels of satisfaction with the quality of care and support that Glenwood provided. We found that they were making a positive difference to people's lives. One family member told us "We are delighted with the support". This meant families had confidence in the service.

There were good working relationships with external professionals. We received positive feedback. One professional told us "I have been very impressed by the support provided by the service". This collaborative approach kept people well.

Having the right medication at the right time is important to help people keep 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 and laundry. This gave people a sense of purpose and achievement.

People were enabled to get the most out of life with opportunities to maintain interests and activities that mattered to them. People could take part in a range of meaningful activities such as attending clubs, birthday parties, barbeques, gardening, planning holidays. People told us "I like going out" and "I like parties". This gave assurance of positive outcomes for people. The service should develop ways to document activities to provide evidence of achievement. 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. A management debriefing followed 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 positive working culture. The staff presented as motivated and very good feedback was received from those they supported. People and their families told us how they valued the support provided. Comments included "The staff are fabulous". 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 of the role. Additionally, they

described the management team as supportive and approachable. 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. This ensured positive outcomes for supported people.

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 are well-informed about their individual needs, preferences, and wishes. Personal plans were person-centred and developed in collaboration with people using the service and their families or representatives. Plans provided clear guidance on how to deliver care and support in line with each person's choices and identified needs.

Plans included very good information about known risk factors and outlined appropriate interventions to reduce or manage these risks. Staff demonstrated a strong understanding of the people they supported, which enabled them to respond effectively to any changes in health or wellbeing. This responsive and personalised approach contributed to the promotion of positive outcomes and overall wellbeing.

When an individual's needs changed, personal plans were updated to reflect these changes. 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.

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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