

Real Life Options Fraserburgh Housing Support Service

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Type of inspection: Unannounced
Inspection completed on: 29 November 2017

Service provided by:
Real Life Options

Service provider number:
SP2003001558

Care service number:
CS2006140637

About the service

Real Life Options, (the provider) is a large charitable organisation that provides support to people across the UK. The service has been operating for over nine years and registered with the Care Inspectorate in 2011.

The service changed its name from Real Life Options Aberdeenshire Supported Living to Real Life Options Fraserburgh in June 2016. This reflected the provider "dividing" the original Aberdeenshire registration into geographically based and individually registered and managed services.

The provider's web site (www.reallifeoptions.org), states their vision is "to live in a society in which disabilities are no barrier to people taking control of their lives". They go on to describe their mission, "We are passionate about delivering high quality person-centred thinking and support to people who have a disability. We are responsive and flexible in all areas of our activities, delivering strong and innovative services; which provide the people we support with greater choice and independence".

At the time of our inspection, 15 people were using this service.

What people told us

For this inspection, we were in contact with 12 out of the 15 people using the service and or their family/ representative. Twelve of these people completed a questionnaire for us. This excellent return rate showed that staff supported and encouraged people to be part of the inspection.

We spoke with seven people in person during our visits and one by telephone. Everyone said they were very happy with the support the service gave them. They liked their staff, one said "I have a great team". Another said "its all right and fine, its good". Another wrote "The staff are very good to me and are willing to help me...".

When we spoke with people they were enjoying their lives with staff support. One showed us a scrapbook of their holiday this year. They were extremely happy as this holiday had been a long-held ambition for them.

Self assessment

We did not request a self-assessment for this inspection.

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

This service provided very good, person-centred support to people with a variety of different support needs. The service was especially good at responding to people as unique individuals, with their own likes, dislikes, and preferences. We have also graded the quality of management as very good. The service was very well organised

and the supportive manager and team coordinator effectively led staff who were happy and interested in their work.

The service was very good at listening to people and ensuring they got the support they wanted and needed. One way they did this was by carrying out six-monthly reviews of people's support. Staff involved people in the review preparation, for example sending invitations and arranging refreshments. The review records showed people's strengths and celebrated their achievements. The format prompted people to consider "what's not working", which allowed the service to identify how they could improve their support. Staff knew people's needs and their desired outcomes and supported them well to achieve their ambitions. For example, one person wanted to attend church more regularly. Transport was an issue and the meeting agreed that staff would book a taxi. This person now attended church every week.

The service had done a very good job of encouraging people to be involved in managing their service. People enjoyed meeting together regularly to discuss shared issues, such as fire safety. They also arranged shared activities and outings. People took responsibility for planning parts of these events. They enjoyed chairing these meetings. People also had the opportunity to help recruit staff. For example, each year the local college held recruitment fairs. Staff and supported people regularly took part in these events. Other people gave their views on what skills their staff should have, for instance one said staff should be good cooks.

The provider had been very good at improving the service. Through regular audits and visits, they had supported the manager to make some improvements, some of which were in keeping with our comments at the last inspection. For example, the medication management had improved, and the support provided to people in an emergency was clearer.

What the service could do better

We suggested a few minor improvements to some of the medication support planning and audit record keeping.

The manager should ask people/their guardians to sign their service agreements each time they are changed, or reviewed.

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
7 Dec 2016	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
6 Nov 2015	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Jan 2015	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
27 Dec 2013	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 3 - Adequate
18 Mar 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
29 Feb 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
11 Aug 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
24 Jun 2009		Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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