

Real Life Options Lilywynd Housing Support Service

21 Lilywynd
Forfar
DD8 2XE

Telephone: 01307 463493

Type of inspection:

Unannounced

Completed on:

17 October 2018

Service provided by:

Real Life Options

Service provider number:

SP2003001558

Service no:

CS2004073152

About the service

This service provides care at home and housing support for people with learning disabilities and other issues such as mental health. The service has a skills set which includes the support of service users with a forensic background.

What people told us

Two service users, three relatives, one care manager, one community learning disability nurse and a police representative were interviewed during this inspection. On the whole people were very positive about the service. Here are some of the things that they said.

Service users:

- 'The staff here are fine, they treat me with dignity and respect.'
- 'They help me with my shopping, my money, and keeping the house tidy.'
- 'I like living here. I get to mix with the other guys, sometimes we play darts.'
- 'Yes, there are tenants meetings where they listen to our views.'
- 'I feel safe living here.'
- 'Yes, we have regular review meetings which I always attend. They listen to my views and we look at my progress. They also listen to my hopes for the future.'
- 'I have a busy life, I do unpaid work, go to concerts and play football.'
- 'Since I have been here they have helped me work on my life skills as I hope to be more independent one day.'

Care managers:

- 'This is a very good service, I do not have any concerns.'
- 'They are good at working with people within a risk assessment framework. Their approach is consistent and they build effective relationships. The people they support often develop new skills and increase their independence. The service provides good structure, plenty of activities and a good quality of life.'
- 'Reviews are taking place on service user care packages and the service is pretty good at communicating with me. Though sometimes I have to chase up incident reports.'

Police:

- 'This is a very good service it keeps people safe not only within the service but within the community as well.'
- 'Staff always attend meetings that I call and contribute as fellow professionals. They keep me informed of any issues I need to know about. They are good two-way communicators.'
- 'I have no concerns whatsoever about the service and feel I have a working relationship with its management.'

Relatives:

- 'I think they are a very good service and my son is very happy there. He does lots of activities such as hill walking, football, making furniture and cooking.'
- 'As far as I know it is all going very well and there have not been any problems.'
- 'I have no issues with the service. My son is flourishing under their care.'
- 'Fantastic!'
- 'My son has settled in there really well and got his independence back.'
- 'The service has clear boundaries and are not afraid to enforce them if needs be which is important for a service like that.'
- 'He is happy there; doing lots of activities; in his garden, playing football, working at the furniture project and at the moment someone is teaching him to fish. He has learned a whole host of new skills with the service.'
- 'The team leader rings me once a week to let me know how it's all going and more often if there are any issues. We are invited to review meetings when they happen and I know my son himself trusts all the staff and can speak to them if he has a problem.'
- 'I sometimes get involved by helping out when they have things like sales of plants that have been grown. I always feel welcome by the staff when I visit.'

Community learning disability nurse:

- 'The service is very person-centred, they treat each person as an individual.'
- 'They are always looking for new activities to do and keep people very busy doing things like woodwork, football, charity events and domestic skills.'
- 'The people they support are all being assisted to learn new skills to equip them for more independent lives.'
- 'It is obvious that they make the people they support feel valued.'
- 'The service is positive yet realistic about people's abilities and circumstances, they are aware of the risks whilst promoting a good life for people.'

Self assessment

The service was not required to produce a self assessment on this occasion but they did show their development plan to the inspection team.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The care and support provided by the service was found to be very good. Feedback from stakeholders including relatives and the service users themselves was all very positive. The following outlines some of the evidence found at this inspection.

The service had very good participation practice. This included giving service users a voice at tenants meetings, review meetings, at recruitment, via talking to staff and from questionnaires sent out by the provider.

The service encouraged service users to make very good use of the community. Not only were people doing everyday things such as visiting shops, cafes, banks and social events but they were being involved in developmental activities such as a wood recycling project, a football team and taking up specific hobbies such as fishing and getting a season ticket for a local football team.

There was very good multidisciplinary work where the service engaged with organisations such as the police, community learning disability nurses, care managers and psychiatry. This involved a lot of risk assessment work designed to ensure the safety of the community whilst giving service users as much access to as full a life as possible. Professionals spoken with felt the service were good communicators, good listeners and provided an effective service which promoted people's independence.

Support plans for people were very good. They incorporated risk assessments, individualised programmes, use of an outcomes web to measure progress and recently the paperwork had been developed to make information more accessible for staff. One care manager commented that the care planning was very person-centred.

It was clear that service users understood what the service was trying to support them with and were clear about the limits to their freedom. However service users spoken with were also clear about the positive benefits that this project provided such as greater independence, plans for the future and a safe environment in which to live.

It was clear that compassion played part of the ethos of this service and that staff worked very hard to ensure that people lived as full a life as possible, even where that meant a lot of meetings, risk assessments and extra work. It was also clear that staff had built positive relationships with people and that service users were very comfortable to discuss things with them.

In conclusion this was a very good service. It had managed to find a balance between protecting people in the community whilst giving people as full a life as possible. Service users rights to do things like gainful employment, social activities, therapeutic activities and engage with their families were fully supported. A grade of very good has been awarded here.

Areas for improvement.

The inspector discussed with management the concept of guardianship agreements as a practice they should look at in order to improve staff and service users understanding of their rights and responsibilities under a guardianship order. This would be especially useful at the outset of a placement.

The inspector felt that the participation practice could be extended in order to gather the views of stakeholders such as health professionals, the police and care managers in order to ask them how they could improve as a service. **See recommendation 1.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should widen the remit of its participation strategy to include gathering views from stakeholders.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'If I am supported and cared for by a team or more than one organisation, this is well co-ordinated so that I experience consistency and continuity.' (HSCS 4.17).

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The service had a very good quality of staff. The inspector was impressed with the way they were encouraged to use their skills and abilities if it benefited the lives of service users and in many cases it did. Here are some of the areas of evidence looked at.

Staff were well trained at this service. There was a rolling programme of SVQs (Scottish Vocational Qualifications), mandatory training including fire, adults with incapacity, safeguarding, food hygiene, forensic training and there was individualised training specific to individual service users needs such as epilepsy. As part of transition into the service workshops are held with staff by the psychiatry service to inform them about people's particular support needs. This had obvious benefits when they engaged and supported people.

Staff were well supported with regular supervision, team meetings and an annual appraisal of their practice (this included observation of their practice). Staff spoken with felt that their ideas and skills were respected and in many cases used by the service if it benefited outcomes for the people they supported.

Observation of staff practice showed that they had very good professional relationships with people. Service users spoken with supported this confirming they felt that staff were approachable, friendly and understanding.

The level of staffing at the service were very good. This ensured that outcomes for service users were not hampered and that individualised work could often take place. The service's recruitment practice followed recognised good practice guidance. Staff who were recruited were safe to work with people.

The inspector was very impressed with how some members of staff had been involved in developing external projects that service users could tap into. This included a wood recycling project, a football team and a local disco for people with learning disabilities. This said a lot about how management promoted leadership amongst its staff as well as the hard work of the staff themselves.

In conclusion the inspector was impressed with not only the commitment and hard work of staff but with how this improved the lives of the people they supported. A grade of very good has been awarded here.

Areas for improvement.

Staff spoken with were not familiar with the new Health and Social Care Standards. The service should endeavour to promote these amongst the staff group so that they become familiar with what the care sector should be aspiring to. **See recommendation 1.**

The inspector also signposted the service to the Scottish Social Services Council's (SSSC) initiative to promote leadership amongst care sector workers. See <http://www.sssc.uk.com/workforce-development/supporting-your-development/leadership-and-clf>.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure all staff are familiar with the new Health and Social Care Standards as these outline what service users should expect from a care service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

Grade: 5 – very good

Quality of management and leadership

This quality theme was not assessed.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
29 Jan 2018	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 5 - Very good
8 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
11 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
26 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
14 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good
18 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 4 - Good
21 Dec 2010	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed Not assessed
9 Apr 2009	Announced	Care and support Environment Staffing 5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	4 - Good

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