

Real Life Options Dunfermline Services Housing Support Service

Unit 14B
Elgin Industrial Estate
Dunfermline
KY12 7SN

Telephone: 01382 625282

Type of inspection:

Unannounced

Completed on:

16 August 2019

Service provided by:

Real Life Options

Service provider number:

SP2003001558

Service no:

CS2004073161

About the service

Real life Options Dunfermline Services has been registered since September 2004.

Real Life Options Dunfermline Services is a combined service providing housing support and care at home, including outreach support to adults with learning disabilities. The service was providing support to people living in shared accommodation and people were supported to maintain individual tenancies in the Dunfermline area. At the time of the inspection the service was providing support to 13 individuals, with hours of support ranging from a few hours up to 24 hours per day dependent on assessed need.

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

What people told us

We sent out 15 questionnaires to the service who distributed them on our behalf and we received four back. One person 'strongly agreed' and three people 'agreed' that, overall, they were happy with the quality of the care and support they received. One person did not think the statement 'the service asks for my opinions about how it can improve' was applicable and one person did not know about the service's complaints procedure.

Any suggestions for improvement were fed back to management, but they were already aware of those we highlighted. The overall tone of comments were positive, summed up by, 'I, as guardian, am very often asked if I feel everything is going well. If I have any questions or concerns I would not hesitate to ask management or staff members on shift at that time. I find all the staff at the service to be very approachable'.

Self assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing.

A self assessment was not required to be completed at this inspection; however, the service spoke about their goals and aspirations for the forthcoming year.

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

In the course of our inspection, we considered a wide range of evidence, undertook informal observations and spoke with staff and relatives of people who used the service. When considering our evaluation, overall we evaluated the service as performing at a very good level for people.

It was clear from our observations, and we were told from relatives, that staff know the people they care for very well. We observed many interactions in the course of our inspection, and we could see that these were filled with compassion, dignity and respect.

We read in care plans that activities are specific to the person supported by the service and this is the practice of a service which places the individual at the centre of all that they do. We heard of a wide range of activities that were undertaken including visiting a local fish farm, walking, short breaks, spa treatments, and part-time employment. Relatives we spoke with expressed how much their son or daughter benefited from these activities in relation to their maturity, well-being and having a fulfilling life. Also, a social worker stated that 'service users are at the forefront of day-to-day activities'. Parents also talked about their son/daughter being 'always on the go', having good 'banter' with the staff, and that they were 'treated as an equal'. Parents also appreciated that mood or circumstances could change, and plans were altered to accommodate this, while also trying to minimise disruption.

We heard how people were supported and encouraged to contribute and assist in the household tasks, whenever appropriate, such as shopping and menu planning.

Care plans and personal files held good information on various aspects of support, from decision-making, communication and positive behaviour. We found that outcomes were very clearly defined and the means to achieving these outcomes was also well documented. This means that staff can be confident that they are all working towards the same goal alongside the person they are supporting.

All we spoke with stated that they were very happy with the staff and management of the service. We heard that management would phone if a decision was required. This shows that the service respects the legal position that guardians hold and consults accordingly.

We would expect a service performing at this level to involve those they support in the recruitment process. We were delighted to see that those within the service played an active part in the recruitment and selection of support staff whenever possible and in accordance with their abilities and choice. This illustrates that the service respects the decisions and opinions, of those they support, in relation to recruiting those that will ultimately support them.

Staff felt they had received a comprehensive induction and that there was a wide range of training offered thereafter. The most important learning, which included food hygiene and safety, fire safety and the safe handling of medication, was refreshed regularly.

Training meetings had been introduced on alternate months to team meetings and staff felt this was working well. These opportunities enabled staff to discuss practice and reflect on how care and support could be improved. It is important for a good service to continually look for ways in which it can improve.

All the relatives we spoke with agreed that there was good communication between management, staff, and those they support, and they felt included in decisions and the review process.

We saw that necessary documents had been carefully completed in accordance with good practice guidance in relation to covert medication. This illustrates that the service will pursue solutions to difficult scenarios to ensure that people receive the care and support they need.

We saw and we heard that management had undertaken quality assessment processes by distributing a

questionnaire but this had been met with a low response. We encouraged the registered manager to find a more effective way of obtaining feedback.

What the service could do better

There had been a decision to rotate staff around different areas of the service and those we spoke with thought this was a good idea which was working well. This had given the impression that there had been a lot of staff changes. We were confident that this would soon stabilise.

Some people thought that training in specific psychological conditions might be useful. For example, why do some people behave in a certain way, and could they be supported better.

Some important documents in files did not evidence discussion/agreement, for example, service agreement not signed. We could also not tell if some documents had been reviewed, for example, one-page profiles or positive behaviour support plans. Although this may be covered by a generic 'all reviewed' comment in the 'review and changes form' at the front of the file, we could not be assured that these particular documents (or any others) had been included in the overall review. We thought that a more robust audit process would ensure that relevant documents are present and the contents are to the service's high standard. **(See recommendation 1).**

We saw that training documents in staff files do not correlate with the computer held database. Certificates in files were out of date but the database showed that training had been completed. We understand that the service is moving to computer based records but we asked the service to consider the necessity of retaining paper based records as well.

Although we thought it very good practice, we thought that the purpose of the staff one-page profile should be clearer. There may be a use in matching staff with those requiring support, or for staff to use their own particular interests to encourage individuals to try them.

We also suggested that the service instigates a system of recording compliments and holds them in a folder. This is not just good evidence of a high quality service but also good encouragement and motivator for staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The registered manager, in consultation with staff, should construct an effective file audit tool and ensure this is implemented across the service. This should take account of all documents which require reviewed and include space for signature/date to show this has occurred. The audit tool should also include a column which evidences any necessary remedial action.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that,

as a supported person, "I experience high quality care and support because people have the necessary information and resources." (HSCS 4.27)

Complaints

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

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.

Inspection and grading history

Date	Type	Gradings
14 Jun 2018	Unannounced	<div>Care and support5 - Very good</div> <div>EnvironmentNot assessed</div> <div>Staffing5 - Very good</div> <div>Management and leadershipNot assessed</div>
22 Jun 2017	Unannounced	<div>Care and support5 - Very good</div> <div>EnvironmentNot assessed</div>

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	5 - Very good
15 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
15 Jun 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Jul 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Jun 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Jan 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Oct 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good

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