

## Real Life Options - Glasgow Balmore Service Housing Support Service

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**Type of inspection:**

Unannounced

**Completed on:**

20 September 2019

**Service provided by:**

Real Life Options

**Service provider number:**

SP2003001558

**Service no:**

CS2004078505

## About the service

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

There were 20 people receiving 24 hour support and four people being supported through the Outreach service during this inspection.

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.

## What people told us

Overall people who used this service were very happy with the level of care and support they received. Some examples of their comments included:

"I am more than happy with the care my relative gets. The staff are very good, very flexible, and we have the same team of people which provides a good level of consistency."

"My relative knows all of her team very well. We find them extremely flexible if we need to change times of support, they are very good at accommodating that."

"I am very happy with my staff team. They support me to get to concerts, football, and other events. If I don't like something I will tell them and they do listen to me."

"I have settled in well to my new home, the staff are very good, even when I get upset at times they are very supportive."

"I like all my staff who are nice to me and treat me right. Its me who doesn't listen sometimes as I am head strong - I get treated well."

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance documentation. These demonstrated the service's priorities for development and how they monitored the quality of provision within the service.

## 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

People who used this service should feel respected and listened to as their wishes and preferences are used to shape how they are supported. We saw that the service had introduced a survey to gain the views of people using the service. However, this should be rolled out to all service users. We discussed with the service how they could analyse the data and information received in order to inform service users about any actions taken and what that means to them.

We met and spoke with people who used the service, they told us that the management team are available to them every day and share ideas for activities. We could evidence this from our visits, staff and service users were very much involved with the day to day planning of the service.

The way people spend their day should promote feelings of purposefulness and wellbeing. People that we spoke with told us of the activities that they participated in, examples included, football, theatre, live events, gardening, shopping, and college. Care planning showed that people discussed their needs and wishes as far as remaining active and this was supported by the service. This meant people experienced a range of activities which were designed and adapted to support independence and encourage activity within their local community.

It was clear that the people being supported were known by their support staff very well. They had their service designed specifically for them, this was transferred to their support strategies, which not only detailed how their outcomes would be achieved but gave staff guidance on how best to support someone to achieve the very best they could.

We saw very good care and support planning, which was person centred, and outcome focussed, the impact of this was positive outcomes for people who used the service. Examples being maintaining health and wellbeing, maintaining relationships with family members, being active in the community and having an active life.

People should benefit from strong links between the service and the health and social care partnership to ensure that current and future care needs and wishes are met and planned for. We saw that staff regularly liaised with healthcare and social work professionals regarding care needs of service users and their families.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

**Grade:** 5 – very good

## Quality of staffing

### Findings from the inspection

People who used this service should be confident that staff who support them have been appropriately and safely recruited. We reviewed new staff files and found that all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment was followed.

Staff told us that their induction to the service was robust. They told us it was thorough and had been developed to meet the needs of people in their own homes. This included an emphasis on implementing the Health and Social Care Standards as underpinning values for all care and support.

People who used this service should be confident that staff are trained, competent, and skilled to carry out their job. The service had a training plan which reflected the support needs of people and staff told us they had regular opportunities to participate in training that was relevant to their role. This meant that people were supported by staff who understood and were sensitive to their needs and wishes.

People that we spoke with told us that they could openly talk about staff to their managers and tell them what they thought about their practice, the service was proactive in taking forward any compliments or concerns brought to them by service users.

People being supported by Real Life Options should benefit from a warm atmosphere in their own homes because there are good working relationships. We observed staff to be kind, patient and respectful towards people. We also saw staff exchanging friendly conversation and good humour which people responded to in a positive manner.

Staff appeared motivated, and very professional in their job. Those that required appropriate registration with a professional body had done so. Some told us that the provider was proactive in supporting them to achieve a relevant qualification.

We reviewed staff training and found this to be appropriate to individuals' professional development. This ensured that people who used the service were supported by a professional staff team who had the skills to provide safe care.

Service users should be confident that the staff supporting them have their own needs assessed and are supported to develop professionally. We saw that staff were clear about their roles and responsibilities, and their own professional development. We saw that there were clear arrangements in place for on-going supervision and appraisal.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**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](http://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  |
|-------------|-------------|---|
| 11 Oct 2018 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership 5 - Very good  |
| 26 Oct 2017 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership Not assessed  |
| 8 Nov 2016  | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership 4 - Good       |
| 22 Sep 2015 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |
| 24 Sep 2014 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |
| 24 Sep 2013 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 4 - Good<br>Management and leadership 4 - Good           |
| 14 Jan 2013 | Unannounced | Care and support 4 - Good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership 4 - Good           |
| 10 Aug 2010 | Announced   | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good  |

| Date        | Type      | Gradings   |   |
|-------------|-----------|--|---|
|             |           | Management and leadership  | Not assessed  |
| 7 Jul 2009  | Announced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>5 - Very good<br>5 - Very good |
| 12 Nov 2008 | Announced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>6 - Excellent<br>5 - Very good |

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