

Real Life Options Elgin Housing Support Service

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Type of inspection:
Unannounced

Completed on:
12 February 2026

Service provided by:
Real Life Options

Service provider number:
SP2003001558

Service no:
CS2015342048

About the service

Real Life Options Elgin is a combined housing support and care at home service. The service provides care and support to people with learning disabilities, autism, physical disabilities and mental health conditions living in their own homes.

The service provides care and support to people who live in Elgin, with a local office also located in Elgin. At the time of inspection 12 people were receiving care and support.

About the inspection

This was a unannounced inspection carried out on 10 and 11 February 2026. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- met seven people using the service
- spoke to three family members on the phone
- met members of staff and the management team
- received feedback to surveys sent out prior to the inspection from eight people and their families, 23 staff and five external professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People were being supported to get the most out of their life.
- People's care and support was well planned and regularly reviewed. This meant that people's health and wellbeing needs were being met very well.
- People benefited from a service that was well led because there was a range of quality assurance tools and processes in place, and the management team had very good oversight of the service.
- Staff worked well together as a team and felt supported and confident to carry out their roles.
- Personal plans were detailed, person-centred and regularly reviewed, which meant people's outcomes were being met.

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 staff team?	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 and their families were happy with the support they received. They said they felt respected and listened to and that they got on well with staff. People said, "I am very happy with the support", "I feel listened to and my needs are met". Families said the service did "a very good job" and that their family member was "very well looked after". External professionals described the service as "excellent" and said the service was "very attentive" to people's needs and provided a "high standard of support".

People's health and wellbeing needs were supported well. The service provided individualised and coordinated support, working closely with families and linking effectively with external professionals when required. Personal plans contained clear, detailed guidance about people's needs along with relevant risk assessments and routines. Where people required support with their communication or experienced stress and distress, plans also included positive behaviour support plans and detailed communication information which described how best to support them. This meant people benefited from person-centred support that reflected their needs, preference and routines.

People had hospital passports and anticipatory care plans in place which demonstrated a proactive approach to planning for changes to people's health.

There were processes and procedures in place to ensure staff were up to date with people's needs, these included handovers and daily records.

Regular reviews took place. People and their families confirmed they were involved throughout the process. Reviews were outcome focused and focused on what was working well, what was not working so well and what people wanted to change or improve. This meant reviews were meaningful, inclusive and ensured support remained aligned to people's wishes, choices and needs.

The service promoted a person centred enablement approach, and people benefitted from being active in their community and participating in a variety of activities. One person took responsibility for checking fire alarms in the flats where they lived and phoned neighbours to let them know when testing was happening. Others enjoyed concerts, social events and going to the pub.

People were also supported to get the most out of their life and pursue meaningful experiences, which had a positive impact on their confidence, enjoyment and quality of life. Staff took time to understand what mattered to each person and helped them plan experiences that reflected their interests and aspirations. For example, one person who had always dreamed of going on a cruise was supported to enjoy a Mediterranean holiday with staff. Another person who enjoyed attending Highland games was supported to visit several events throughout the year, helping them stay connected to something important to them. These opportunities reflected individualised support, and helped people enjoy new experiences, build independence and enhance their wellbeing.

Medication was managed safely, with procedures in place to ensure people received the right medication at the right time. Support was tailored to individual needs and reflected a person centred approach.

Where people required support with nutrition, staff provided assistance with menu planning, shopping and meal preparation. Support was personalised, met people's preferences and contributed positively to their health and wellbeing.

How good is our staff team?

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, families and external professionals gave positive feedback about staff. They said staff did a "very good job" and were "welcoming and knowledgeable". Staff also spoke positively about working at the service. They said they had enough time to care and support people without rushing. One staff member said they "loved" working there.

The service benefited from having a consistent, stable staff team, which included regular relief staff who covered shifts when needed. This meant people benefited from being supported by staff who knew them well.

Some people were supported 24 hours a day, while others received a few hours of social support each week. People were supported in line with their agreed hours. Staff supported people's outcomes effectively and had time to provide care, offer support and engage people in meaningful activities. This meant that the right number of staff worked at the right times to meet people's needs and support them to achieve their outcomes.

Staff worked well together as a team. Regular meetings were held and staff were kept up-to-date with key information about the service. However, some staff said that they felt communication within the team could be improved.

People could be confident that their needs were being met by a competent, well-supported staff team. New staff completed an induction programme, and staff completed training relevant to their roles and to the people they supported. This meant that staff had the knowledge and skills to carry out their roles effectively.

Staff said they felt supported and received regular supervision and appraisals. One staff said "I receive very good support from my colleagues and my management team." another said "my management team are always there to support and guide me". Procedures were in place to ensure staff could access advice and support when a manager was not on site.

The management team carried out regular observations of staff practice in key areas. These observations supported staff development and gave managers oversight of staff competence, helping ensure safe, consistent and person-centred 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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