

Real Life Options West Lothian Housing Support Housing Support Service

Waverley Industrial Units
Waverley Street
Unit 14, Bathgate
West Lothian
EH48 4HY

Telephone: 01506 635 973

Type of inspection:
Unannounced

Completed on:
13 March 2026

Service provided by:
Real Life Options

Service provider number:
SP2003001558

Service no:
CS2012311702

About the service

Real Life Options West Lothian is registered with the Care Inspectorate to provide care at home and housing support services. It provides individual and shared support to people with a learning disability and/or physical disability living across West Lothian.

At the time of the inspection, the service was supporting seven people. People receiving a service were being supported to live in their own homes, with four people living together in a house of multiple occupancy.

About the inspection

This was an unannounced inspection which took place on 11 and 12 March 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with six people who received support from the service
- spoke with five staff and management
- received feedback questionnaires from 10 staff
- observed practice and daily life
- reviewed documents.

Key messages

- There were warm and meaningful relationships between people and the staff who offered care and support.
- People experienced purposeful and enjoyable days.
- The service benefitted from a full and stable staff team that worked well together and delivered care and support safely.
- Support plans were personalised and comprehensive, reflecting people's strengths and wishes for their support.

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
How well is our care and support planned?	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 the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

We observed warm, meaningful relationships between people and staff, with consistently positive interactions. Individuals appeared relaxed and comfortable, and spoke about genuinely enjoying their time with staff. There was a mix of long-standing and newer staff, people demonstrated trust and confidence in the care and support they received.

People's health needs were recognised, well understood, and effectively supported. Staff were observant and promptly raised any changes in health or wellbeing with the relevant professionals. The service maintained strong links with health and social care professionals, making appropriate referrals, supporting people at appointments, and following professional guidance to ensure high quality care. People could be assured that their health and wellbeing were being prioritised.

People experienced purposeful and enjoyable days. Staff supported individuals to take part in a range of activities that helped maintain and develop their interests and skills. People spoke with pride about their achievements, which contributed not only to their wellbeing but also to their confidence and sense of self worth.

The service managed risks effectively, with a clear focus on enabling people rather than restricting them. We observed a positive, proactive approach that supported individuals to engage in activities that mattered to them, with appropriate strategies in place should challenges arise. 'As required' medication was used only as a last resort when people experienced stress or distress. This ensured that activities were not unnecessarily limited and that people were safely supported to participate in the experiences they valued.

The team delivered care and support safely. Practices relating to medication, moving and handling, and infection prevention and control were carried out competently and in line with best practice guidance. Medication audits, including observations of practice, were being completed and we encouraged leaders to extend this approach to other areas of practice. People could be confident that their care was being delivered by skilled staff working to recognised standards.

How good is our staff team?

5 - Very Good

We found significant strengths in the staff team and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The service benefitted from a full and stable staff team that worked well together. Relief staff were available to provide additional cover, when required. Staffing arrangements were planned to ensure people's care and support needs were met and that individuals were supported to participate in their chosen activities. People could be confident that the management team were prioritising staffing in a way that promoted positive outcomes for their wellbeing.

People received support from consistent staff, which contributed to strong and knowledgeable relationships. Many staff had worked in the service for a long time and knew the people they supported

extremely well. Newly recruited staff were welcomed and supported by the existing team to build relationships and understand how best to provide care and support.

Staff were well trained, including in areas specific to the needs of the people they supported. Regular supervision and ongoing support ensured the team remained skilled and competent. Training levels were high and staff reported feeling confident in their roles as a result of the training they were provided. People could be assured that staff had the necessary skills and competence to support them safely and effectively.

How well is our care and support planned?

5 - Very Good

We found significant strengths in how care and support was planned. Therefore, we evaluated this key question as very good.

People had up to date personal plans that were reviewed and updated regularly. The plans were individualised and contained detailed information about each person, enabling staff to provide effective support.

Support plans were comprehensive. They reflected people's strengths and set out how to provide care in a way that respected their wishes. Key information was clearly documented, including areas of risk, guidance on diet and dysphagia, protocols for supporting people during times of stress or distress, and preferred communication approaches. The plans captured people's personalities and clearly described how they wished to be supported. This ensured staff had the information needed to deliver tailored support and promote positive outcomes for people.

Reviews of support were well organised and up to date. People were involved in shaping their plans and participating in regular reviews to ensure accuracy and relevance. Reviews took place at least every six months, or sooner if needs changed. This meant staff had current information and could adapt support in line with people's evolving needs, choices, and decisions.

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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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