

Real Life Options East Lothian Outreach Housing Support Service

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Type of inspection:

Announced (short notice)

Completed on:

31 October 2019

Service provided by:

Real Life Options

Service provider number:

SP2003001558

Service no:

CS2017359685

About the service

Real Life Options East Lothian Outreach, support people living in their own homes. The level and type of support provided depended on each individual's particular needs. Support varied between two hours per week to 24 hour support. At the time of inspection 15 people were being supported by the service. The service operates from an office based in Musselburgh.

The Real Life Options organisational vision is:

"To be recognised as leaders in enabling people to achieve their potential and our purpose is to provide excellent social care and support".

At the previous inspection the main focus of the service was care at home, enabling older people to keep living at home with support. However, since this time the service has changed direction to support people with a wide variety of needs to meet their individual outcomes. At the point of inspection, the majority of people supported were new to the service, with the previous support being re-provisioned to another provider.

Since October 2019 the service has undergone a transition period and as part of this has recruited new staff, devised new personal plans and reviews, and has worked closely with the commissioning authority to look at a change of direction for the service. Because of this the service is in the early stages of development and the grades for inspection reflect this.

What people told us

We met six people supported and eleven relatives. It was clear that the support was built around each person and that both the families and people supported were happy with the introduction and management of this. Because the service was still developing, for some people they felt there were still improvements to be made to ensure the consistency of their support. Everyone we spoke with felt both the staff and manager were approachable, professional and genuinely caring. People told us that where there were issues, they were very confident in the manager being able to resolve these. People gave us examples of where their feedback had resulted in improvements for their support after discussing these with the manager.

Overall we saw a foundation in place for continuous improvement, however at inspection it was too soon to see the impact of the changes for everyone. The people we spoke with agreed with this and said they were very confident in the support and the ability to improve further when there was a full staff team in place.

Self assessment

We are not asking services to provide a self-assessment this year while we review how we inspect in the future. Instead, we will ask services for their improvement or development plan and discuss this in detail as part of the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

People told us that on first accessing the service, the manager spoke to them about their support and what they wanted from this. This reflected the Health and Social care Standards (HSCS) of being included and being involved in decisions about care and support.

Personal plans reflected the outcomes that people wanted to achieve. These came under health, choice and control, independence and active citizenship. The outcomes would be reviewed with the person a minimum of six monthly. This enabled the person to see if there were any barriers to achieving their outcomes and what could be done to support this. It was clear from meeting people that the support is very individual to that person. A team of staff was built around the individual. Whilst this had yet to be achieved for everyone, for those who had more established staff, there were very positive outcomes for them. The support reflected the values of the HSCS.

The manager had also spent time directly supporting people. This helped them get an overview of what the person wanted from their support, build up positive relationships and enable them to successfully match future care workers to that person.

For further improvement, we discussed developing a variety of ways to involve people in their own support, this could include personal planning, feedback and staff recruitment. It would also be beneficial to support people and their families to use their skills and knowledge to enhance staff training. This would reflect the HSCS of being meaningfully involved.

In summary we found a well managed, well led service where the focus was on providing individual support to meet each persons agreed outcomes. However at the point of inspection the manager was still in the process of recruiting a full staff group to enable people to be matched effectively to the people supported. This meant that the support was not consistently achieved for everyone. The grade reflects this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Feedback from the people supported and their families was that staff were professional, compassionate and genuinely cared about providing the best support possible. This reflected HSCS 3, "I have confidence in the people who support and care for me".

Staff were recruited in a safe way with all relevant checks being completed prior to starting to support someone. All new staff would undertake a full induction which included observed practice and feedback from the people supported. All new staff would work alongside a more experienced member of staff to pass on their knowledge and skills. We also saw that staff were appropriately trained for their roles, this included keeping up to date with mandatory training. This reflected both the values of Real Life Options and the Health and Social Care Standards (HSCS).

We saw a comprehensive improvement plan and quality assurance process in place. This reflected the new Care Inspectorate framework and HSCS standards. This would be the foundation to improve and develop the service further.

There was a planned approach to all staff achieving a relevant qualification and being registered with the Scottish Social Services Council.

We saw that the provider's values and objectives underpin all aspects of operational practices. Staff were kept up to date with organisational developments and policy changes through the staff newsletters and bulletins. This meant that staff felt part of Real Life Options through proactive communication.

There were systems in place to monitor the quality of staffing, including team meetings, direct observation of practice and staff training. This gave staff the opportunity to reflect on their work through one to one meetings and team meetings. However at the point of inspection team meetings were being re-evaluated to reflect the change of direction for the service. We will look at these in more detail at the next inspection.

Future staff training should reflect the variable needs of the people supported and how to ensure staff have both the skills and knowledge to support this.

The manager should continue to look at ways to recruit staff to the posts, where possible including both the people supported and/or their families in this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - 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
7 Nov 2018	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good

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