

# Real Life Options Falkirk Outreach Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
21 November 2022

**Service provided by:**  
Real Life Options

**Service provider number:**  
SP2003001558

**Service no:**  
CS2017359686

## About the service

Real Life Options Falkirk Outreach service provides individualised support to people who have learning disabilities, physical disabilities, mental health conditions or dementia. The support is provided in people's local communities.

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."

This service registered with the Care Inspectorate on 14 December 2017.

## About the inspection

This was a short notice announced inspection which took place on 18 November from 10:00 until 17:00 and 21 November from 09:00 until 12:15. The inspection was carried out by one inspector 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 5 people using the service and 5 family representatives
- spoke with 7 staff and management
- observed practice
- reviewed documents
- spoke with visiting professionals

**Key messages**

- People were fully aware of their rights because staff were excellent at promoting these, ensuring that they were always upheld.
- People were fully involved people in directing their individual support.
- People were very well connected with family and friends and involved in their community.
- The management team had a clear understanding of what worked well and how the service needed to develop..

**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?	6 - Excellent
How good is our leadership?	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?

6 - Excellent

We evaluated this key question as excellent, where performance was innovative and sector leading.

People experienced support with compassion because there were warm, encouraging, positive and trusting relationships between staff and people accessing the service, which was focused on people achieving their individual outcomes. The service had a very enabling approach to support people's wishes and aspirations. People were able to set their own goals and told us that they felt listened to because their preferences were used to shape how they were supported. One person told us how they were able to go to work with support and described how this gave them a sense of worth and belonging. They said that their support was "10 out of 10".

The staff in the service worked extremely hard to make sure that people's rights and choices were upheld. They did this by being very flexible, including volunteering their own time, so that people could fulfil their ambitions. This included support in the evenings with, for example, dinner dates and social clubs when people's allocated support hours did not include these important activities. Where people's independence, choice and control were restricted, they were supported to make decisions about risk enablement. One relative told us that staff "ensure (my relative) has a voice and their rights are respected" and another said "(My relative) is supported to lead a full life and enjoy life in a way I never thought would be possible". This meant that the staff listened to people about what was most important to them, and helped them to do it.

People were fully involved in making decisions about their wellbeing and were enabled to make informed health and lifestyle choices that contribute to positive physical and mental health. This included supporting people with healthy eating in cafes and restaurants, making healthy choices when food shopping and enabling people to participate in local gym classes and community groups to improve their wellbeing. Staff in the service understood their role in supporting people's access to healthcare which was mostly about people attending their GP and health promotion appointments. The service had made good links with health and social care professionals who described the staff team as "phenomenal" and "unique" and the support provided as "genuine, holistic and person centred". People were enabled to have control of their own health and wellbeing and staff supported this by accessing technology, training and specialist equipment from the sensory centre. People could then use sensory equipment to carry out some day to day tasks without support and this meant that people were able to enjoy more independent living.

People could be confident that staff had the necessary training, skills and competence to prevent the spread of infection, provide advice and support them, particularly during an outbreak of an infectious disease. Staff used imaginative and innovative methods to provide support during the global pandemic. Where support was limited due to restrictions, staff had made visits to people within the Government guidelines such as window and garden visits. Staff made these visits meaningful by recognising occasions such as birthdays and other significant dates that may have meant that people felt further isolated. Staff demonstrated an exceptional understanding of the importance of social connectedness and actively supported people to maintain relationships and keep in touch with friends, which meant that the impact of social isolation was reduced. One person told us "I am grateful every day for this service". The service's staff were aspirational when supporting people to re-engage after lockdown. A few people told us how the service arranged afternoon teas in a protected environment and how this had enabled them to gradually build confidence to begin to meet people and use facilities like town centre shops, cafes and libraries again. This meant that people were able to meet their outcomes by doing the things that they wanted to do every day.

**How good is our leadership?****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. An evaluation of very good applies to performance that demonstrates major strengths in supporting positive outcomes for people.

People who use the service, their families and staff are confident giving feedback and raising any concerns because they know management will act quickly and use the information to help improve the service.

The management team was committed to ensuring people were well supported by an experienced staff team. Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and drive improvement. Staff had undertaken a comprehensive training programme and participated in supervision and appraisal at regular intervals.

People could be assured that there were systems in place to monitor standards of care and support and the service had a developing improvement plan that identified what worked well and what needed to improve. Although the service had positive feedback from people, this had not been formalised and the improvement plan could be further developed by including people's experiences and feedback in future service planning.

**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).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	6 - Excellent
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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