

# Real Life Options Hawick Housing Support Service

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

**Completed on:**  
1 August 2023

**Service provided by:**  
Real Life Options

**Service provider number:**  
SP2003001558

**Service no:**  
CS2015335704

## About the service

Real Life Options Hawick is registered to provide a combined housing support and care at home service to adults living in their own homes.

At the time of inspection, five people received support over a 24 hour period within their purpose built home close to the town centre. Sixteen people received a variety of hours of support throughout the week from the outreach service with one person receiving sleep over support. Supported hours ranged from two to 36 hours per week.

The service operates from an office in Hawick town centre which is accessible for staff supervisions and meetings.

## About the inspection

This was a short notice announced inspection which took place on 18 July 2023. The inspection was carried out by one inspector from the Care Inspectorate. Our visits were then followed by time examining evidence remotely and having discussions via phone with relatives and staff.

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 seven people using the service and six of their family
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People were treated with dignity, compassion and respect by staff who knew them well
- People were supported to be active in their local community
- People were supported to be in control of their lives
- Management had very good oversight of the service

## 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 sector leading with outstandingly high outcomes for people.

A stable management and staff team demonstrated they retained a clear focus on their organisational aims and objectives, and provided support which enabled and supported people to achieve their potential.

There was a very welcoming and relaxed atmosphere within all those supported people's homes we visited where staff interactions with people were excellent. Staff knew people very well and had built positive relationships. We saw warmth, kindness, compassion and respect between staff and supported people.

The service continued to maintain good links with health professionals, social services and relatives to provide a holistic approach which benefitted people's care and support immensely. A relative told us: 'Real Life Options are very proactive in seeking advice from external agencies and relaying this to family members.'

One person told us staff were very observant to their needs and had helped them regain their mobility following a stay in hospital.

A relative told us how the service: 'get people to reach their full potential through constructive help and choices.' Other relatives told us of similar experiences for their loved ones.

The service was proactive in reviewing historical restrictions in practice which took away people's choices. This meant, with the right support, people were now encouraged to be in control of their finances or medication. Financial advocacy support was in place enabling this to be a safe and positive experience for people to build their confidence and independence. Where there were legal restrictions in place, these continued to be reviewed regularly to ensure they were the least restrictive to the person.

The staff team continued to promote independence and people were engaged in a variety of activities within their own home and/or in the local community. Some people were involved in volunteering or paid jobs in the town. People told us of holidays they were planning or had just returned from whilst others enjoyed on line cooking classes.

Monthly keyworker meetings enabled protected time for people to reflect on their achievements and to identify new goals.

Management continued to ensure visits fitted around any planned events to enable people to maintain their interests and lifestyles.

Care and support plans continued to be reviewed regularly with relevant people and contained comprehensive information personal to the individual.

## 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.

The management team were very proactive with a clear vision to provide high quality care and support through motivating staff to continually reflect and learn together and in turn empower supported people to achieve their goals. This was evidenced through detailed monthly staff meetings alongside staff having protected supervision time and observational competency checks giving management a good oversight of staff practices. This reflective time also meant people could be reassured the service was being well managed and had a culture of continuous improvement to provide high quality support.

Quality assurance systems provided information that helped management identify opportunities to develop and learn, continually striving to improve people's experiences.

We had confidence management provided a fluid and stable leadership team that worked hard to provide reassurance to supported people and their relatives.

## 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
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	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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