

Living Ambitions Limited Edinburgh (Bonnington) Housing Support Service

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Edinburgh
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Type of inspection:
Announced (short notice)

Completed on:
15 March 2024

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2023000158

About the service

Living Ambitions Limited Edinburgh (Bonnington) registered with the Care Inspectorate in 2023. It is registered to provide care and support to people with learning and physical disabilities, mental health support needs and people who are on the autistic spectrum in their home and in the community.

People using the service have their own tenancies, situated in a modern building in the Bonnington area of Edinburgh. Staff teams are based on-site and provide a constant supportive presence.

The provider of the service is Living Ambitions Limited, part of the Lifeways group which is a provider of care and support services throughout the UK.

There were 15 people using the service at the time of the inspection.

About the inspection

This was a full inspection which took place from 07 March 2024 to 14 March 2024. Site visits to the service took place on 07, 08 and 11 March 2024. 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 registration information, information submitted by the service and intelligence gathered since the registration of the service.

In making our evaluations of the service we:

- spoke with four people using the service and six of their family members
- spoke with 10 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced warm and encouraging care and support from staff.
- People were communicated with in accordance with their preferred communication methods.
- Improvements to the service were guided by a positive attitude towards quality assurance.
- Staff received robust training that was specific to their role.
- Staff reflected on their practice through regular supervision.
- Goal setting within people's personal plans required some focus.
- Feedback from relatives and health professionals was generally positive, although some focus was required to improve people's experience in 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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care and support were warm, encouraging and focussed on promoting people's independence. Staff were respectful when they spoke about the people they were supporting and showed patience in their interactions. People's wellbeing benefitted from being treated with compassion, dignity and respect.

Staff were focussed on achieving the best possible outcomes for the people they were supporting and caring for. Care was delivered at a pace suitable for each person. Staff spent time speaking to people and knew people's history and interests. This meant that trusting relationships were formed between people and the staff who supported and cared for them.

The service demonstrated a flexible approach to staffing. When it was assessed that people would benefit from regular interaction with the same staff members, this was put in place. Relatives reported that requests for specific staff members to be allocated to the care of their loved ones were adhered to. Other family members felt their loved ones benefitted from interaction with a range of different staff members. This evidenced that the service worked in a person-centred way to meet people's staffing preferences.

Systems were in place to safeguard people from potential harm and staff were aware of their responsibilities in this area. Strong recruitment procedures ensured that staff members were suitable for caring for and supporting people. These systems and procedures ensured that people experienced safe care and support. Staff showed strong values and a commitment to the people they supported and cared for. One staff member commented:

"it feels good when someone trusts you to discuss their feelings, being supportive when someone is upset or going through something difficult. We can be a good influence for people which is a good feeling".

The provision of activities in the service was good. People were encouraged to maintain contact with friends and family. Relatives confirmed they were able to freely visit their loved ones at a time of their choosing. People often left their homes to attend events or visit friends and family in the community. People's wellbeing benefitted from regular interaction with those who were important to them.

Plans which detailed how people would fill their days were displayed in people's homes. People were busy and spent time doing activities they enjoyed. Staff had time built into their day that was dedicated to carrying out activities with people. Some people living in the service had also formed close friendships with each other. People's wellbeing benefitted from being involved in varied and regular activities.

People were encouraged to follow their interests, either in their home or using community resources. In people's homes, we saw that people could spend time doing activities they enjoyed such as playing musical instruments, cooking and creating pieces of artwork. Using detailed risk assessments, the service supported people to take part in activities that without their input would not be possible. Some family members felt their relatives could be doing more activity work which we asked the service to focus on.

Plans were in place to increase the use of communal areas. Some communal events had recently been introduced. This saw people across the service coming together to take part in group activities. We encouraged the service to continue to develop good practice in this area.

People's health benefitted from good engagement with other health services. People were regularly in touch with social workers, GPs, learning disability professionals and a wide range of other specialists. This multi-agency approach helped people keep well and ensured their health needs were being met.

Medication systems were good. Observations of medication practices were regularly carried out. Staff had received training in the administration of medication which helped them gain confidence in their practice. Audits related to the administration of medication took place but were not always fully completed. We asked the service to strengthen practice in this area.

Good communication throughout the team allowed for regular discussion about people's care and support needs. Systems for handing over information had recently been improved. Relatives reported that communication from the service was improving and that they were quickly informed of any issues and resulting actions taken. Other health professionals we spoke with also commented on recent improvements in the service. One professional told us:

"having a strong manager who can inspire the team and does what they say they're going to do, makes me feel optimistic for the future of the service".

Recent changes within the service had seen improvements to people's health and wellbeing outcomes. However, further work was required to ensure a consistently positive experience for all people experiencing care and support.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service demonstrated a positive attitude towards quality assurance. A wide range of quality assurance audits carried out by leaders led to improvements being made which benefitted people experiencing care and support. Accidents and incidents were regularly audited as a means of making improvements to the service provided. This ensured people continued to experience safe care and support.

A family forum had been introduced to provide relatives with an opportunity to be involved in the development of the service. The manager also ensured time was made available for family members who had been unable to attend. People experiencing care and support and their relatives regularly completed surveys related to different aspects of the service. This ensured that both groups of people could contribute to the development of the service.

The provider of the service regularly completed audits to provide an additional layer of quality assurance. People experiencing care and support were invited to lead on quality assurance measures. Plans were in place to invite people experiencing care and support to staff team meetings. This would help promote an inclusive approach to service improvement.

A service development plan clearly linked to the Health and Social Care Standards was in place. This pulled together the range of quality assurance measures in operation and ensured that the manager had oversight of the positive development work happening in the service.

Staff told us that they felt valued by the manager and other leaders in the service. Staff felt the manager was supportive, approachable and knowledgeable. This promoted a positive and pro-active culture in the home. One staff member commented:

"(the manager is) motivating everyone to work as a team and wants to bring more structure to what we do. (They're) trying to make better changes for everyone. (They're) able to really listen and make changes. There is a lot of change, but they're improvements".

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Staff completed training that was relevant to their roles. This included training that was specific to understanding the needs of people being supported and cared for. Training records were kept which evidenced that training was up to date. A number of staff had recently been invited to undertake professional qualifications. People experienced care and support from well trained staff who were knowledgeable about their health related issues.

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in supporting and caring for people. Staff spoke positively of their work and told us they were proud to work in the service. This demonstrated a commitment to both the service and the people they were supporting and caring for.

Arrangements for the one to one supervision of staff were in place. Observations of staff practice contributed to discussion at staff supervision meetings. Staff spoke positively of the supervision process and told us they were free to seek support with any issues they faced. Themed group supervision sessions were also in place which focussed on developing staff practice. Team meetings gave staff a further opportunity to discuss any issues they experienced and to contribute to the development of the service. We identified that the recording of minutes from staff meetings could be improved.

Staff reported that they felt equipped to do their jobs to the best of their ability. Team leaders were always available for advice and assistance and staff felt supported in carrying out their work. This promoted a positive culture within the staff team. One family member told us:

"I'm very pleased. They do everything they can to help. The staff are always very friendly. They always get in touch to let me know if there's any problems".

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans contained comprehensive information. Guidance was available for staff to follow to ensure people's needs were being met. People's preferences for how care and support should be delivered were

clearly noted in plans. Where risks were identified, assessments had been carried out to ensure risks were reduced. This helped people remain as independent as possible whilst ensuring they remained safe.

People's preferences for daily routines were noted in plans. Plans included protocols for staff to follow, detailing steps to be taken when encountering challenges with people. Protocols evidenced inventive strategies that could be put in place to ensure people remained safe. Contacts for relevant health professionals and family members were noted in plans. This meant that people could be quickly contacted when issues arose.

Six-monthly reviews of people's care and support needs were in place. Family members we spoke with informed us reviews were worthwhile and meaningful. This ensured care and support delivered was responsive to people's changing needs.

People identified goals they wanted to achieve and these were detailed in people's personal plans. We noted that some work was required in updating goals in people's plans to evidence steps taken towards meeting people's chosen outcomes.

Good personal planning led to good care and support processes which met people's needs. Relatives felt assured their loved ones were being supported and cared for to a high standard. One relative commented:

"I expect really high standards... they're really trying their best. If there's something wrong, I say it and it's sorted out".

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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