

Glasgow South East Registration 4 Housing Support Service

Living Ambitions
Block 1 Unit B3 Templeton Business Centre
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Telephone: 0141 3201904

Type of inspection:
Unannounced

Completed on:
12 September 2024

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2023000186

About the service

Glasgow South East Registration 4 is registered with the Care Inspectorate to provide a housing support and care at home service to adults with learning disabilities in their home and in the community. The provider is Living Ambitions Limited.

At the time of the inspection, the service supported eight people to live in their own homes or shared homes, of which there are five across the south and east of Glasgow.

About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 September 2024. This was the first inspection of the service, and it 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 and information submitted by the service. In making our evaluations of the service we:

- visited three of the five homes
- spoke with four people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People were supported by staff who knew them very well.
- The service had a robust quality assurance system in place.
- Staff had access to training specific to the needs of the people they were supporting.
- Personal plans were person-centred and it was clear independence was promoted.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had made positive progress in completing their self-evaluation. The service should continue to develop this approach to support improvement.

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 leadership?	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 aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were supported to achieve positive outcomes and life experiences. We met with people whose lives had been improved in areas such as their physical health, mobility and emotional wellbeing. A key strength of the service, and contributing factor to these achievements, was continuity in the workforce. The majority of the staff had worked in the service for some time which resulted in a thorough understanding of people's needs and wishes, and genuine working relationships.

Staff supported people at their own pace, and no one was rushed or hurried. Staff knew people's preferences very well and this meant care was given based on people's choices. Care was given in a dignified, gentle and supportive manner. People were very complimentary about the care and support they received. People who were unable to freely give an opinion of their care, looked relaxed and comfortable in their home and in staff company. It was clear from observing interactions between people and staff that very positive and caring relationships had been built up.

With staff knowing people so well, they were able to recognise if there were any changes to the person's health and wellbeing needs. Where concerns were identified referrals were made to appropriate professionals in a timely manner. Staff had also received training in assessing signs of early deterioration in a person's health. This supported prompt and targeted healthcare interventions which would benefit people.

People were enabled to get the most out of life and get involved in a wide range of activities they enjoyed. This was evident through people's care plans. People were supported to visit local amenities and places of their interest. This wide range of activities and events was evaluated regularly to ensure that it met people's needs and wishes. This allowed people to feel respected and heard.

A range of communication techniques was used to ensure that everyone who wished to, could communicate their hopes, aspirations, wishes and preferences. Personal support plans sampled were person-centred and detailed what was important to individuals to enable staff to provide safe, effective and consistent care.

Risk assessments were in place which detailed and directed staff on any hazards identified. Training bespoke to care needs ensured that people received the right care and support. Staff training with specific healthcare conditions had also been facilitated to ensure that staff were up-to-date with best practice guidance. This ensured that people were being supported by a well-trained workforce.

There was a robust procedure in place for medication administration which was appropriately documented. Staff supported people as required and people's dignity was respected. This improved health outcomes for people and kept them safe.

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.

There was a strong management overview of the service. Staff told us the manager was very approachable, where any aspect of care, support or development could be discussed and was listened to. The manager modelled the practice they expected, and this led to very good outcomes for the people living in the service.

The manager knew every person's care and support needs and directed care in a supportive and professional manner. The staff team was well-established and supported each other. There were clear channels of communication between them, and this ensured any changes to care was consistently achieved. Team meetings were in place, and these were regularly held. These offered an opportunity for staff to share and contribute to the development of the service.

There was a range of audit tools that were used to inform the manager and senior management about how well the service was performing. A service improvement plan was in place which was supported by action plans to drive continuous improvement. The manager completed regular visits of the homes, where any issues could be highlighted and promptly dealt with.

All accidents, incidents and concerns had been appropriately recorded and actioned. This included notifications to the Care Inspectorate. The manager ensured, where needed, that any identified risk led to changes in planned care.

The manager had undertaken observed staff practices as part of the quality assurance process. The manager also carried out one-to-one meetings with staff. This gave an opportunity to reflect on their practice and identify any training needs.

Staff should feel confident to give feedback and that they are listened to and valued. Carers we spoke with were all positive about their experience working for the service and felt supported to carry out their role to the best of their ability. The manager was described as supportive, approachable and readily available either in person or at the end of the phone, when needed, and that all feedback was constructive and helpful.

How good is our staff team?**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.

People could be assured that they were supported by appropriately qualified and developed staff at the right times to meet their needs and wishes.

The staff team was well-established and worked well together. There was respectful communication within the team which created a warm atmosphere in each home, because of good working relationships. People received care from consistent staff who knew them well and who had built up caring relationships with them. Staff appeared motivated and very good feedback was received from people experiencing care.

A review of rotas in each home confirmed that people had continuity in their care with a settled group of care staff. There was a sense of confidence and trust in the service which was important to both people and their relatives.

The service provided a quality experience as well as consistency to people. A review of service records demonstrated that staff were recruited safely and in line with national guidance. There was an appropriate induction programme that included a mix of learning through training and shadowing experienced workers. Staff had access to a rolling programme of learning, as well as supervision meetings, to enhance their practice and understanding of people.

Staff expressed that the management team was knowledgeable and supportive of their work. They demonstrated an understanding of the nature and challenges associated with supporting people they cared for. Additionally, they described their manager as open and approachable, which fostered a supportive and collaborative work environment.

How well is our care and support planned?

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.

Every person using the service had a personal plan, known as a care plan, which detailed their needs and wishes. Plans were comprehensive and provided clear guidance to staff on how to meet people's needs well.

The sample of care documentation viewed provided a good overview of the person's life history, what was important to them, their choices, wishes and preferences. People benefited from personal plans which were regularly reviewed, evaluated, and updated, involving relevant professionals and took account of good practice and their own individual preferences and wishes. Reviews included the opinion of people and their relatives which meant people had a voice and level of influence over their service, which was very good practice. This ensured the care and support delivered to people was person-centred and meaningful to them.

We were assured that plans had a person-centred approach. They highlighted people's health and social needs and described how they should be met in a way that was meaningful to the person. There was not a generic approach, plans contained people's specific wishes in how they wanted to be cared for by the service. This was important to promote effective and compassionate care.

Plans contained important information around keeping people safe through risk assessments. These were generally completed well.

Legal documentation was in place in people's personal plans. This helped inform staff of who should be consulted in relation to people's care. The service had begun to develop future care plans for people. There was a plan for this to continue to be developed and we were confident this would be. This would ensure that there was a detailed plan in place which noted people's wishes for end of life care.

Complaints

There have been no complaints upheld since the service registered. Details of any 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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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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