

Living Ambitions Limited Glasgow (Clyde) Housing Support Service

Lifeways
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Type of inspection:
Unannounced

Completed on:
7 November 2024

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2023000237

About the service

Living Ambitions Limited Glasgow (Clyde) is registered with the Care Inspectorate to provide a housing support and care at home service 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. The provider is Living Ambitions Limited.

At the time of the inspection, the service supported 17 people to live in their own homes or shared homes, of which there are six across the west of Glasgow, and East and West Dunbartonshire.

About the inspection

This was an unannounced inspection which took place on 5, 6 and 7 November 2024. This was the first inspection of the service, and it was carried out by two inspectors 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:

- Spoke with 11 people using the service and two of their families
- Spoke with 16 staff and management
- Observed practice and daily life
- Reviewed documents.

Key messages

- The service ensured people's care was flexible and personal to them.
- People's health needs were escalated to other health professionals when needed.
- People and their representatives were involved in planning their support.
- Communication with families was very good.
- The staff team knew people very well.

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 should expect to experience warmth, kindness and compassion in how they are supported and cared for. We observed warm and compassionate care and interactions between people and staff which were kind and friendly. It was clear that carers knew people well and had supported them often over a sustained period of time. This meant that interactions were personal and meaningful, and that carers knew how to meet people's needs.

Staff clearly demonstrated principles of dignity and respect and were compassionate about meeting the care and support needs of people. Staff we spoke with were committed, flexible and dedicated to providing the best possible care to the people they supported.

Staff were motivated to support people to achieve their aspirations and wishes while actively promoting new opportunities. People participated in a range of activities and events, informed by life story work and people's preferences. Records were maintained to reflect what people enjoyed about their activities, and this fed into reviews focused on their outcome planning. This enabled people to get the most out of life and explore their interests.

Staff completed a range of training to meet the needs of people, such as administering medication and supporting people with their moving and handling. This gives people confidence their care and support was delivered by competent staff.

People's health needs were being monitored and well recorded, and staff understood their role in supporting people's access to healthcare. Staff recognised changing health needs and shared this information quickly with the right people. When health or care professionals were required, the service responded by making appointments and referrals to the correct professional. Where needed, people had continued to receive their support whilst in hospital. This ensured people felt safe with their care and support being provided by staff who knew them well.

There were systems in place for staff to provide support with prescribed medication and administration following best practice guidance.

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 stable leadership and staff team who knew people's needs well. Leaders demonstrated a clear understanding about what was working well and what improvements were needed within the service.

Leadership was supportive, responsive and visible, which enabled staff to voice their concerns, share ideas and explore ways to support resilience. Staff knew their contribution was valued and recognised by the management of the service. This helped keep them motivated, remain adaptable and allowed staff to focus on how best to provide care and support.

The management team used a variety of comprehensive quality assurance processes which enabled them to have good oversight of people's care and support. A range of audits was completed by staff and the management team. The provider's external quality team provided regular reports and action plans where any improvements were highlighted. This ensured people benefited from a service that continually reviewed their practices.

Accidents, incidents and complaints were reviewed regularly with a lessons learned approach applied to ensure people were kept safe and practice improved where needed. All accidents and incidents had been recorded, managed and reported in line with legislation.

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 management team 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.

Staff received regular supervision and observations of practice which highlighted both good practice and areas for development. We could be confident that staff were working to the standards which the management team expected, and any issues would be picked up and addressed promptly.

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.

Staffing arrangements for the service were working well. The service had taken account of the importance of matching staff to people, along with considerations of compatibility and continuity. Many staff had worked in the service for some time and knew people's needs well. Staff demonstrated detailed knowledge and skills when supporting with people. This was also commented on by families who felt their relatives were being supported by the right staff. People can be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance.

We were impressed by the staff's understanding of the support needs of the individuals they supported. They demonstrated a strong commitment to enabling and empowering positive change. It was evident that the staff members were an asset to the service and contributed significantly to its effectiveness.

All staff spoke positively about their experience of working within the service. They felt supported within their roles and felt they worked well together as teams. Staff spoke positively about their team colleagues and the importance of good team working. And, the flexibility needed to enable people to have as much control of their day-to-day life as possible. Staff felt supported in their role and had confidence in management should they have to raise any concerns.

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.

Personal plans were person-centred. They promoted independence and gave good insight into people's lives including their life history and how they liked to spend their time. Detailed risk assessments informed the plans and promoted positive risk taking for people. Risk assessments and safety plans were used to enable people rather than restrict people's actions or activities.

People benefited from dynamic and aspirational personal plans which consistently informed all aspects of the care and support they experienced. People and, where relevant, their families or those important to them, were fully involved in developing their personal plans. Strong leadership, staff competence, meaningful involvement and embedded quality assurance and improvement processes supported this happening.

Personal plans were well-written and comprehensive, with good information to lead and guide staff on how best to support people. People benefited from personal plans which were regularly reviewed, evaluated and updated, and involved relevant professionals and family members. Regular reviews were held and provided an overview of care being delivered and captured the discussion held and actions agreed.

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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