

Living Ambitions Limited Edinburgh (Bonnington) Housing Support Service

Heron Court
West Bowling Green Street
Edinburgh
EH6 5PE

Telephone: 0131 202 4300

Type of inspection:
Announced (short notice)

Completed on:
17 March 2025

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 20 people using the service at the time of the inspection.

About the inspection

This was a full inspection which took place from 6 March 2025 to 14 March 2025. Site visits to the service took place on 6 and 7 March 2025. 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 seven people using the service and six of their family members
- spoke with 12 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People experienced very good wellbeing outcomes as a result of their care and support.
- 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.
- The reviewing of goals and outcomes within people's personal plans required some focus.
- Feedback from relatives and health professionals was positive.

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?	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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

People experienced very 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 of communication had been developed. These were clearly noted in people's personal plans which guided staff on how to best communicate with people. These communication systems allowed for people to be involved in reviewing their care and support. This meant that people were involved in ensuring their service met their needs.

Systems were in place to safeguard people from potential harm and staff were aware of their responsibilities in this area. People's finances were safeguarded both at team level and through additional quality assurance measures. This ensured that people experienced safe care and support. Staff showed strong values and a commitment to the people they supported and cared for. When asked what they enjoyed about their work, one staff member commented:

"one of the greatest joys is seeing the people we support happy. I feel satisfied that I have been able to tend to people's needs and make them happy."

People were encouraged to maintain contact with friends and family. Many had developed positive friendships within the service which created a sense of community. 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.

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. A communal activity room had been developed which gave people an opportunity to take part in activities together.

A number of people took part in volunteering opportunities or paid employment which gave them a sense of purpose. People experienced very good wellbeing outcomes due to having busy and active lives.

People's health benefitted from regular engagement with other health services. People were in touch with social workers, GPs, learning disability professionals and a wide range of other specialists. The health professionals we spoke with commented favourably about their working relationships with the service. This multi-agency approach helped people keep well and ensured their health needs were being met and regularly reviewed.

Medication systems were very good. Staff had received training in the administration of medication which helped them gain confidence in their practice. Audits related to the administration of medication regularly took place. A range of supports were in place regarding the administration of medication which was tailored to people's abilities. This evidenced that people were being supported to be as independent as possible.

People experiencing care and support commented favourably about the service they received. One person told us:

"since I came, the staff have been amazing. The team here are really supportive. They are really good at helping me as well. We both come up with ideas how to fill my time. This is a long-term option for me. The support team, the house, the location, everything is perfect for me."

How good is our leadership?

5 - Very Good

We found significant strengths in the leadership of the service which supported positive outcomes for people. We evaluated this key question as very good.

Quality Indicator: 2.2 Quality assurance and improvement is led well

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 was in place which provided relatives with an opportunity to be involved in the development of the service. People experiencing care and support and their relatives regularly completed surveys related to different aspects of the service. People using the service had responsibilities for carrying out quality checks across the building. This helped ensure a whole service approach to quality assurance.

People experiencing care and support engaged in an 'Our Voice Forum'. This gave people an opportunity to make suggestions for improvements to the service they received. Compliments received were gathered by the service. We suggested displaying these in the service to encourage further involvement from people.

The provider of the service regularly completed audits to provide an additional layer of quality assurance. This led to plans being created and actions being taken to improve service quality.

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:

"it's been fantastic since (the manager) started. (They've) been amazing...any issues I go straight to (them), and (they'll) sort it there and then. (They've) achieved a lot in a short time."

Health and social care professionals we spoke with during the inspection also spoke positively about the management of the service. One professional with regular contact with the service told us:

"(the manager and deputy) are both very open and honest. If things aren't going well, they don't cover things up, which is fantastic. The people we used to have issues with, we see there have been improvements with them. Where there are concerns, things are dealt with appropriately."

How good is our staff team?

5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.

Strong recruitment processes were in place. These helped identify the suitability of potential staff for care and support work. Induction processes ensured that staff were regularly assessed to make sure they were appropriately trained to begin providing effective care and support to people. These systems reduced potential risks for people experiencing care and support.

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. Staff spoke favourably about the range of training they were supported to complete. Training records were kept which evidenced that training was up-to-date. 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. Staff spoke favourably of the supervision process and told us they were free to seek support with any issues they faced. Team meetings gave staff further opportunities to discuss any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service.

Communication systems within staff teams were very good. The service made good use of handover meetings for staff members to share information with each other.

Staff reported that they felt equipped to do their jobs to the best of their ability. The manager operated with an open-door policy, meaning they were always available for advice and support. This promoted a positive and supportive culture within the staff team. One staff member told us:

"there is a good team culture - everybody is open to discussion. We're working well together, giving all we can to the people we support."

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.

Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes

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 promoted positive risk taking, whilst ensuring people remained safe.

There was a clear effort to maintain people's independence evident in personal plans. Instructions for staff were very clear in showing what people could do for themselves and where support from staff was required. This helped people retain independence and reduced unnecessary reliance on staff.

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. The service were aware of this and had plans in place to make improvements in this area.

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'm very happy with the place and (my relative) is delighted with it - and that's the main thing that's important."

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?	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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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