

Living Ambitions Limited, Glasgow South and East 3

Housing Support Service

Templeton Business Centre
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Type of inspection:
Unannounced

Completed on:
13 June 2025

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2004073766

About the service

Living Ambitions Limited, Glasgow South and East 3 is registered with the Care Inspectorate to provide a service to adults with learning and/or physical disabilities living in their own home. The provider is Living Ambitions Ltd.

At the time of the inspection, the service had five teams supporting 14 people living across South Glasgow within their own and shared tenancies.

The range of services includes personal care and support, medication support, and support with domestic tasks. People are also supported to access community transport, services, and events. Part of the aims and the objectives of the service is to "provide high quality, person-centred support that promotes the achievement of individualised goals and positive outcomes".

About the inspection

This was an unannounced inspection which took place on 10, 11, and 12 June 2025 between 09:30 and 13:30 hours. Feedback was provided on 13 June 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 and complaints information, information submitted by the service, and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with five people using the service
- spoke with staff and the management team
- received 11 completed questionnaires (all types)
- visited people in their homes and observed practice
- reviewed documents.

Key messages

- People received the right care and support which had led to people experiencing very good outcomes relating to their health and wellbeing.
- The service promoted person-centred care and people had been involved in making decisions on their care and support.
- People were supported by professional, knowledgeable, warm, and highly motivated staff that strived to achieve the best possible outcomes for people.
- People had benefitted from having established teams of staff supporting them, which had resulted in a positive impact on their wellbeing and quality of life.

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 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 made an evaluation of very good for this key question, where significant strengths in aspects of the care provided had led to positive outcomes for people.

People told us they liked their staff and were treated with dignity and respect. Stable staff teams had helped build trusting relationships with people. Staff were trained well and knew the support people required to help promote positive outcomes. We visited people in their own homes. During this time, we saw staff warmly interact with people who appeared happy and relaxed in the presence of their staff.

Support provided followed what was outlined within their personal plans and risk assessments. People's healthcare was monitored and was responsive to changes in health and needs. Staff had responded well to health and wellbeing concerns, including protecting people from harm.

Advice had been sought from healthcare professionals, where required, and guidance provided was followed by the service. Feedback from two healthcare professional was positive about the care and support people received and described "good relationships with service users and support staff".

Staff followed safe practices for medication management. Medication administration records showed that people received their medication in line with the prescriber's instructions. This meant that people received the right medication at the right time to maintain or improve their health.

People had their physical, mental, and emotional senses stimulated on a daily basis and this had led to improving their skills, independence, and confidence in daily activities. There were very good examples where the quality of life for some people had improved due to the support provided by the service.

Where people lacked capacity to make their own decisions, care and support was provided in line with the principles of the Adults with Incapacity (Scotland) Act 2000. Supported people were listened to and involved in decisions about their care and support. Records showed how families were also routinely involved in discussions and decision making about their loved one's healthcare. This had led to good relationships and communication between supported people, families, and staff.

Where there had been accidents or incidents, actions had been taken to help prevent reoccurrences, where required. Health checks were completed after accidents to make sure that no further medical assistance was required.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question, where significant strengths in aspects of the care provided had led to positive outcomes for people.

People could be confident they were supported by staff who had been appropriately checked and assessed because safe recruitment practices were followed within the service. Staff were supported with training, shadowing opportunities, and support from more experienced staff to provide a good foundation to their new role. This helped foster a knowledgeable and confident staff group who provided effective support to people.

Care and support provided was responsive to people's needs. Effective communication among staff helped make sure important information was shared. The numbers of staff required to support people was calculated and monitored. Where extra support was required to support people, staffing was organised to help make this possible.

Feedback we received from supported people was positive about staff and comments included, "I like my staff, they are nice to me" and "I choose what I do every day and staff help me with that".

Staff completed a range of training which helped make sure they were skilled in supporting people and their needs. Staff practice monitoring helped make sure staff practice was safe and people were kept safe from harm. Staff could describe their responsibilities to keep people safe from harm. This assured us that people were being supported by staff who were competent in providing safe care. One staff member told us, "I am confident that I have the knowledge and support to fulfil my roles and duties to a very high standard whilst always maintaining a calm, respectful, and compassionate attitude".

Staff teams worked well together and were positive about the support they received from their teammates and the management team. This had led to effective communication and problem-solving.

The company helped promote staff wellbeing through a range of resources to help support staff's physical, mental, and emotional health. This helped staff feel their views were valued and listened to. One staff member described how management "took an interest and really listened to me".

We received positive feedback about the staff from two external professionals who had been involved with the service and one described how there was "excellent feedback and effective communication".

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question, where significant strengths in aspects of the care provided had led to positive outcomes for people.

Personal plans for people contained accurate information and clearly set out how their needs would be met. The plans were person-centred and had been regularly updated so staff were guided on how best to support people based on accurate information.

The plans also helped provide staff with information to support meaningful engagement. Personal plans also identified how people's independence was promoted. This helped contribute to people having a sense of purpose and dignity.

Ongoing reassessments had helped make sure people's needs were reviewed and care provided continued to be appropriate. When people's needs had changed, personal plans were promptly updated. This ensured care and support delivered was responsive to people's changing needs.

Care reviews had been completed in line with the required six-monthly timescales. Most reviews showed how people and their representatives were kept informed and involved in discussing and agreeing the care provided. The reviews also made sure care plans had the most current and up-to-date information.

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 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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