

Living Ambitions Limited, Glasgow North and West Housing Support Service

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Type of inspection:
Unannounced

Completed on:
30 May 2025

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2004073768

About the service

Living Ambitions Limited, Glasgow North and West 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 nine teams supporting thirteen people living across North and West 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 27, 28, and 29 May 2025 between 9:30 and 15:00 hours. Feedback was provided on 30 May 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 management;
- received 18 completed questionnaires (all types);
- visited people in their homes and observed practice; and
- reviewed documents.

Key messages

- People achieved very good outcomes relating to their mental health and wellbeing as a direct result of the support they received by the service.
- People were at the heart of decision making and planning of the support they received, which gave them a feeling of inclusion and being heard.
- People benefitted from the continuity of staff which had led to trust and relationships being formed.
- People were supported by a professional, knowledgeable, warm, and highly motivated staff group that strived to achieve the best possible outcomes for people.

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

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 benefitted from a service that had helped build and establish trusting and respectful relationships with staff. Staff appeared knowledgeable about the support and health needs of the people they supported. We visited people in their own homes and observed people as happy and relaxed in the presence of their staff. We observed staff practice that was genuine, warm and affectionate. People we spoke with told us that they were happy with the staff that supported them. Comments from people included: "I would go to the staff if I had issues" and "Staff are good, they treat me well".

Support provided to people followed what was outlined within their personal plans. A risk rating system was in place to assess risks related to people and prioritise these.

People's healthcare was monitored and they had benefitted from responsive care, support, and treatment where there were changes to their health and needs. One person said "I feel my quality of life is very good."

Staff were confident in describing actions they would take if people had any health and wellbeing concerns. Where required, health issues had been shared promptly with the right professionals to get the right treatment. Staff had followed advice and instructions from professionals, which had helped prevent further deterioration in people's health. One healthcare professional told us; "The staff team know the people they support well and are always open to receive guidance from health professionals that help toward better health outcomes".

The quality of life for some people had improved due to the support provided by the service. People were encouraged to develop and maintain skills in independent living, both within their own homes and in the local community. People were also supported to participate in activities of their choosing which helped support their happiness and wellbeing and promote feelings of inclusion.

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.

Staff followed safe practices for medication management. Medication administration records (MARs) showed that medication prescribed for people had been given as it was intended. This meant residents benefitted from receiving their prescribed medication as it was intended to help maintain or improve their health. Some people received medications that were administered only at times when it was required to address their health needs (PRNs).

Training was ongoing which helped make sure staff had the right skills needed to support and direct people. We observed staff applying training they had learned. This had helped make sure people were kept safe from the risk of harm and injury.

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 there were no further medical assistance 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.

Recruitment files we sampled showed that safe recruitment practices had been followed. This meant that people could be confident they were supported by staff who had been appropriately checked and assessed.

Care and support provided was responsive to people's needs. Effective communication among staff helped make sure important information was shared. This had helped make sure staff were informed about people's needs and were deployed appropriately. People's care needs were recorded and reviewed on a monthly basis which helped inform the staffing required to support people effectively.

Where staff absences occurred, these were covered by staff that were familiar to the people being supported, where possible. This meant that people were supported by staff that knew them and their care needs which helped foster positive relationships and trust.

Feedback we received was positive about staff and comments included:

"I am happy and want to keep the staff that know me"

"The support staff appear to be meeting the person's needs and work in a person centred way. On the whole, the support staff communicate with me well, allowing me to respond to any issues with health and well-being in a time appropriate manner."

Staff received a range of training to make sure they had the right knowledge to meet people's needs and keep them safe. Staff were positive about the induction and training they received and said they felt confident in their roles. 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.

Observations of staff practice was monitored through regular spot checks which meant people could be assured they were being supported by staff who were competent in providing safe care.

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

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