

Living Ambitions Limited, Glasgow South and East 3

Housing Support Service

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Type of inspection:
Unannounced

Completed on:
15 March 2023

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 homes. The provider is Living Ambitions Limited.

At the time of the inspection, the service supported 41 people to live in their own homes or shared homes, of which there are 18 across the south and east of Glasgow.

About the inspection

This was an unannounced inspection that took place on 7, 8, 13, 14 and 15 March 2023. The inspection was carried out by two inspectors 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:

- Visited 11 of the 18 homes
- Spoke with 20 people using the service and two of their families
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Obtained feedback from stakeholders.

Key messages

- Staff are compassionate and kind
- People are respected and treated with dignity
- People engage in meaningful participation in activities and their communities
- Personal plans are detailed and comprehensive to lead and guide staff
- Quality assurance processes and systems drive forward improvements.

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

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.

Staff knew people very well and treated them with dignity and respect. Where people were unable to express themselves verbally, staff followed cues, body language and use of communication tools to ensure people were able to express their choices and wishes.

People experienced a range of meaningful activity and opportunities which were tailored to meet their needs taking account of their wishes. Staff interactions had a focus on promoting people's independence and enabling them to have a fulfilling life. This helped both health and social care needs to be met.

Personal plans showed that each area of people's care and support informed staff how to deliver care that took account of their personal preferences. Each area of people's care and support, and risk assessments informed staff how to deliver care safely. Reviews of care had been carried out and staff told us that this was ongoing. The interventions by staff showed that there was structure and meaning for the individual, encouraging independence and to take control of their life.

People experienced very good health and wellbeing outcomes because of their care and support. Staff knew people well, and they were able to pick up when they needed attention and support. Personal plans contained good information about people's choices and preferences, and people's health needs were presented clearly. This meant staff were supported with relevant information to help them understand different health conditions, including some potential risks and how any contributing factors affected people.

The service supported some people with complex conditions which were well managed. A wide range of health professionals were involved in people's care and support, with information available in people's personal plans. Staff were proactive in making referrals and followed professionals' advice. This meant people benefitted from receiving the right healthcare from the right person at the right time.

People's health and wellbeing benefitted from safe infection prevention and control practices. Personal protective equipment was readily available for staff, and all confirmed that they had received training in infection control practice.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of leadership and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The management team was committed to ensuring people were well cared for. They were well supported by a very experienced staff team. Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and drive improvement.

A range of quality assurance processes helped managers to continually evaluate the service. Issues identified helped to prioritise, direct and support improvement. Audits were in place and there was a comprehensive improvement plan. This plan was well considered and covered all aspects of the service.

This meant that people's experiences could continue to be positive, and the service would continue to improve.

The views of people experiencing care were sought as part of the quality assurance process. They were able to express their views through various methods, and they could be confident that any feedback given was used to improve their care and the wider service. This meant that those leading the service understood the value of feedback and were responsive in using learning to improve.

Staff described receiving regular feedback and supervision, with access to managers that enabled guidance and support as needed. This helped to ensure that people's needs were met well whilst also supporting staff development. Staff told us that they felt valued, included, and listened to by the management team.

There was a positive culture and ethos of continuous improvement and development. This was led by the management team, but staff at all levels were able to describe and demonstrate it. We saw a respectful and supportive team who shared the aims and values of the service. This meant that people experiencing care were cared for and supported by a dedicated and positive workforce.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should ensure that information is gathered from quality assurance processes and that this is used, as part of an improvement plan, to improve practice.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This area for improvement was made on 10 January 2020.

Action taken since then

This recommendation, from the previous visit in 2020, had been implemented. A range of quality assurance processes helped managers to continually evaluate the service. Issues identified helped to prioritise, direct and support improvement. Audits were in place and there was a comprehensive improvement plan. This plan was well considered and covered all aspects of the service.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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