

# Living Ambitions - Aberdeen Community Services Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
23 October 2025

**Service provided by:**  
Living Ambitions Ltd

**Service provider number:**  
SP2003000276

**Service no:**  
CS2017361552

## About the service

Living Ambitions - Aberdeen Community Services is registered to provide a housing support and care at home service to adults and older people with a learning disability who may also have a physical disability and/or a mental health problem, living in their own homes.

At the time of the inspection there were six people receiving support across Aberdeen City.

## About the inspection

This was an unannounced inspection which took place between 17 and 21 October 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 since the last inspection.

In making our evaluations of the service we:

- spoke with three people using the service and one family member
- met ten members of staff and the management team
- received feedback to surveys sent out prior to the inspection from two people using the service and two of their family members, three external professionals and four staff
- observed practice and daily life
- reviewed documents.

## Key messages

- People and their relatives were happy with the care and support provided.
- People were supported in a person-centred way.
- Staff felt supported and confident to carry out their role.
- People benefited from a service that was well led, there was a range of quality assurance processes in place and the management team had good oversight of the service.

## 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?	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, therefore we evaluated this key question as very good.

People and their family members said they were happy with the care and support provided. People said they knew the staff who supported them and got on well with them.

People told us they felt respected and listened to and we observed friendly and kind interactions between staff and the people they supported. One family member said "I have nothing but the highest praise for the support my family member receives. Their support workers are kind, conscientious and friendly".

External professionals also said they were happy with the care and support provided. One told us, "I have always received the most friendly, professional support from all the team members I have spoken to". Another said the service provided person-centred care that was "meaningful and sincere".

Support was tailored to each person's individual needs. Some people received a few hours support each week, while others received support 24 hours a day.

People's health and wellbeing needs were supported very well. Personal plans contained detailed information about people's needs, along with relevant risk assessments. If people required additional input and guidance from external professionals, this was also in place. Families and external professionals both said that they felt people's health benefited from the care and support they received. External professionals confirmed that staff knew how to make referrals and contacted them appropriately when needed. There was a range of processes in place to ensure staff were kept up to date about people's needs, and appropriate records were kept to monitor any changes to people's health.

People were supported to attend health appointments and documentation was in place to support hospital visits when this was needed. This meant the service was proactive in supporting people's health needs.

People received individualised support with their medication. There was a clear assessment in place which detailed the support people required. Medication was stored and administered safely and there were procedures in place to ensure that people received safe and effective support with their medication.

Where people required support with their nutritional needs, their personal plans contained relevant information, and staff provided support tailored to their needs. This included support with menu planning, shopping and cooking.

People benefited from being supported to participate in a variety of activities, both at home and in the community. This helped people get the most out of their day and feel connected to the wider community. People were also supported, where relevant, to plan for days away and holidays and to work towards longer term goals.

**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.

The service benefited from having a structured staff team in place. This included a registered manager, team leaders and support workers. The service also had a team of sessional support workers who worked flexibly to cover shifts when required.

Each person had an identified team of staff who supported them regularly. This approach meant that staff typically worked with the same individuals, allowing people to get to know the staff who supported them. This promoted continuity and consistency and ensured that people received support from staff who knew them well.

People and their families spoke positively about staff and the management team. They said staff were approachable and that they knew who to speak to if they had any concerns.

Staffing levels and rotas were based on people's agreed hours of support. Staff said they had time to support and engage with people. This meant that staffing levels met people's needs.

Staff worked well together and there were processes in place to ensure staff were kept up to date. Regular team meetings provided opportunities to discuss what was working well and identify areas for improvement. A colleague satisfaction questionnaire had recently been completed. The management team told us they were collating the feedback received and would include any actions in the service development plan. These approaches helped create a culture of continuous improvement.

An induction programme supported new staff when they joined the service, and staff completed training relevant to their roles and the people they supported. Staff told us they felt that their induction prepared them for their role and that they were given the training they needed to do their job. This meant people were supported by a well-trained and knowledgeable staff team.

Staff said they felt well supported and confident in their role and that they had regular supervision and appraisals. Team leaders regularly worked on shift alongside staff. An on-call procedure was in place which ensured staff could contact a member of the management team for support or advice at any time.

Safer recruitment procedures were followed, including right-to-work checks. This meant people could be confident that staff had been recruited safely.

**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.

An online digital care planning system was used to plan and record people's care and support. Each person had a detailed personal plan outlining their needs and the support they required.

Whilst we found some conflicting and outdated information in some of the personal plans we sampled, they were updated when we discussed this with the management team. The senior management team told us they planned to introduce a new audit tool to ensure personal plans were accurate and up to date. We will review this at the next inspection.

People had agreed goals in place that were regularly discussed and reviewed. People were supported to celebrate their successes, particularly in relation to their completed goals. People proudly shared their achievements during the inspection.

Personal plans were regularly reviewed and updated. People were supported to prepare for their reviews, which meant they felt involved in the process.

People said their personal plans supported them to do the things that mattered to them and that they felt involved in their care and support. External professionals also confirmed that people and their representatives were involved in decisions about their care and support.

## 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

To ensure people are experiencing support in line with their needs and wishes, the provider should ensure that goals identified through the review process become an integral part of the person's support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

**This area for improvement was made on 6 September 2023.**

#### Action taken since then

People were supported to identify and work towards goals as part of their personal plans. These were regularly reviewed and updated.

For more details see key questions 'How well do we support people's wellbeing?' and 'How well is our care and support planned?'.

This area for improvement has been met.

#### Previous area for improvement 2

To ensure people's health and safety, the provider should ensure that staff's personal property is stored respectfully and securely.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'If I experience care and support where I live, people respect this as my home' (HSCS 3.2).

**This area for improvement was made on 6 September 2023.**

#### Action taken since then

Staff items were found to be stored appropriately when we visited people in their homes. Team leaders completed regular spot checks and monitored this during these visits.

This area for improvement has been met.

### Previous area for improvement 3

To ensure people get the most out of life, the provider should ensure people in their own homes have access to, and supported with, meaningful activities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can choose to have an active life and participate in a range of recreational, social, creative, physical, and learning activities every day, both indoors and outdoors' (HSCS 1.25).

**This area for improvement was made on 6 September 2023.**

#### Action taken since then

People participated in a variety of activities both within their own homes and in the community based on their individual needs and preferences. This meant people were actively engaged in doing things that were meaningful to them.

See key question 'How well do we support people's wellbeing?' for more details.

This area for improvement has been met.

### Previous area for improvement 4

The service must ensure that people experience safe and effective medicine administration and management, in a manner that protects the health and wellbeing of service users. In order to achieve this the service should ensure that medication stocks are accurately recorded and monitored regularly.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

**This area for improvement was made on 6 September 2023.**

#### Action taken since then

There were procedures in place to ensure that the management and administration of medication was safe and effective. Stock levels were checked and recorded daily and weekly audits were also completed by the

management team.

See key question 'How well do we support people's wellbeing?' for more details.

This area for improvement has been met.

## Previous area for improvement 5

To ensure areas of improvement are actioned, the service should streamline all feedback from internal and external quality audits and reviews to ensure they are part of the service-specific improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11);

and

'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 6 September 2023.**

### Action taken since then

A service improvement plan was in place which had been recently reviewed by the management team. The improvement plan included actions that had been identified as part of quality audits and reviews.

This area for improvement has been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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