

Living Ambitions Limited Edinburgh (Bonnington) Housing Support Service

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Telephone: 0131 202 4300

Type of inspection:
Announced (short notice)

Completed on:
30 January 2026

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2023000158

About the service

Living Ambitions Limited Edinburgh (Bonnington) 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 24 people using the service at the time of the inspection.

About the inspection

This was a full inspection which took place from 21 January 2026 to 29 January 2026. A site visit to the service took place on 21 January 2026. 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:

- spoke with eight people using the service and three of their family members/guardians;
- spoke with 10 members of staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- People's health and wellbeing outcomes were being met.
- People were supported to be as independent as possible.
- People lived full lives and regularly took part in activities they enjoyed.
- People were supported by staff they knew well and had positive relationships with.
- Staff received training that was appropriate to their role.
- Staff worked well together and were supported by a competent leadership team.

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

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 benefited 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. People were regularly supported by the same members of staff who spent time getting to know people. This meant that trusting relationships were formed between people and the staff who supported and cared for them.

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 and guardians were approached when larger purchases were considered. These systems and procedures 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 brought them satisfaction at work, one staff member commented:

"Knowing how much the residents have appreciated me helping them. They are very grateful and I feel that connection from them".

People were encouraged to maintain contact with friends and family. Relatives and guardians confirmed they were able to play an active role in the care and support of their loved ones. People often left their homes to attend events or visit friends and family in the community. People's wellbeing benefited from regular interaction with those who were important to them.

Plans which detailed how people would fill their days were displayed in people's homes. These plans took account of people's communication needs. 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. People were very much part of a community and experienced very good wellbeing outcomes due to being involved in varied and regular activities.

Depending on their chosen outcomes, some people were involved in paid or voluntary work and some were attending college. People reported that the care and support they received made improvements to their lives. One person told us:

"I have made new friends over the past year. I am more confident now and I've opened up more to staff members. I'm more comfortable in the service and there are staff I'm more comfortable with as well".

People's health benefited 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. 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. Personal plans were effective with a very good level of detail. This guided staff on how best to support people. Plans were underpinned by good quality risk assessments which were meaningful and specific to each person being supported.

Quality assurance systems were very good. Feedback was regularly sought from all stakeholders and helped guide changes in the service. This helped ensure that the support and care being offered was meeting people's needs. Accidents, incidents and complaints were being recorded, monitored and dealt with effectively. This helped the service remain responsive to change.

People's health and wellbeing was benefiting from their care and support. Parents and guardians told us that they felt their loved ones were safe and well looked after to a very high standard.

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.

Strong recruitment process were in place to reduce the risk to people experiencing care and support. Staff were supported to register with the Scottish Social Services Council (SSSC). Staff were also supported to undertake professional qualifications to maintain their SSSC registration. Induction processes ensured that staff were regularly assessed to make sure they were appropriately trained to begin providing effective care and support to people.

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 told us the training they received helped them to carry out their work effectively. 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. People experiencing care and support, their relatives and the health professionals we spoke with commented favourably about the staff team. One health professional told us:

"They are very person centred and allow their clients to develop and achieve what they want. They also have had two good managers - both are incredibly approachable".

Arrangements for the one to one supervision of staff were in place. Staff spoke positively of the supervision process and told us they were free to seek support with any issues they faced. Team meetings and staff surveys gave staff further opportunities to raise any issues they experienced and to contribute to the development of the service. This evidenced that staff were valued by leaders in the service. Some staff reported that they found it difficult to switch off from work when on days off. We asked the manager to explore this with staff to ensure they continued to experience positive wellbeing regarding their work.

Communication systems within staff teams were very good. Additional team leader posts had been created and filled since the last inspection of the service. This meant that care and support staff never felt alone in decision making and that a supportive presence was always available for them. Staff reported that they felt equipped to do their jobs to the best of their ability. Leaders promoted a positive and supportive culture within the staff team. One staff member commented:

"(The manager) listens and supports us to make decisions or resolve things for ourselves. There's an open door policy for all staff and service users. (They're) present on the floor and (have) stepped in when there have been issues. This has been very good for team morale".

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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