

# Living Ambitions Limited (Allander) Housing Support Service

Living Ambitions  
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**Type of inspection:**  
Unannounced

**Completed on:**  
23 January 2026

**Service provided by:**  
Living Ambitions Ltd

**Service provider number:**  
SP2003000276

**Service no:**  
CS2023000186

## About the service

Living Ambitions Limited Allander is registered to provide a housing support and care at home service to adults with learning disabilities in their own home and in the community. The provider is Living Ambitions Limited.

Part of the stated aims of the service is to, "Provide high-quality, person-centred support that promotes the achievement of individualised goals and positive outcomes."

At the time of the inspection, the service supported 10 people living in their own home or in a home shared with others. The service provided this support in Glasgow and in West Dunbartonshire.

## About the inspection

This was an unannounced inspection which took place on 20, 21 and 22 January 2026. The inspection was carried out by three inspectors from the Care Inspectorate.

Feedback was provided to the senior management team on 23 January 2026.

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:

- met or spoke with six people using the service,
- spoke with four family representatives,
- spoke with nine staff and management,
- observed practice and daily life,
- reviewed documents.

## Key messages

- People valued the support they received from a compassionate and caring staff team.
- Staff knew people well and were sensitive to people's changing health needs, acting promptly to address these.
- Management and staff responded well to input from families which resulted in improved outcomes for people.
- Staff worked well to sustain relationships between people and their family.
- An electronic personal planning system was being implemented to support improved consistency and planning of people's care and support.

## 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 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 were supported by a compassionate and caring staff team. People liked their staff and trusted them. They felt safe. People said that staff were, "nice, helpful and listen." Interactions between people and staff were warm and characterised by friendly banter. This meant people could feel comfortable and happy in their own home.

Staff knew people very well. We observed staff supporting people through thoughtful, calm and sensitive interactions. Staff were skilled in successfully supporting people through periods of stress and distress.

Staff had regular support and supervision and team meetings. A staff training and refresher training programme was in place with very high levels of involvement and completion. Staff teams were well-established and worked well together. Management had a presence in the service and were approachable and responsive. This meant that the whole team worked in an informed and collaborative way to support people according to their needs and wishes.

People were encouraged to develop new relationships and take part in a range of activities of their choice. This included attending regular groups, holidays, day trips and outings, as well as activities such as relaxing massages, pamper sessions, shopping and going out for lunch. Rotas were arranged flexibly to meet people's needs and wishes. In one instance the service facilitated an extended holiday because an individual was enjoying the experience. Supporting people to participate in new and stimulating experiences promoted independence and a sense of wellbeing.

Personal plans had moved from a paper-based to electronic format. Elements of this worked well. Daily notes were clear, respectful and informative. Personal plans would benefit from greater detail. Describing triggers and early signs of people becoming distressed may enable earlier intervention. "About me" sections should highlight people's likes and dislikes and relevant biographical information so that plans offer guidance for people's support to be as they wish. A planned validation tool to review electronic personal plans will help to ensure that plans contain the necessary information to support people according to their needs and wishes.

In one location prescriptions arrived from the pharmacy in their original labelled boxes, but were decanted into unlabelled pillboxes. Management acted immediately to rectify this to ensure that medication administration followed safe practice guidelines. We were given assurance that people had not come to harm as a result of this isolated practice.

People were supported to regular health check-ups. Staff were highly sensitive to changes in people's presentation and consistently followed up with health appointments. This approach had had significant positive benefits for people in identifying and successfully addressing health issues at an early stage.

The quality of care and support offered by staff was remarked upon by families and was highlighted in particular for end of life care for one person. Family told us that staff had gone "above and beyond" to support the person, including the reassurance of being with them through the night whilst they were in hospital. This reflected the high level of kindness and compassion, and the sensitivity of staff and management, in providing person-led care.

## 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.

Families spoke very highly of the day to day staff and felt their relatives were safe, well cared for, and supported by people who knew them well. Family were very happy with the care and support for their loved one.

Staff facilitated family visits, which included assisting family to travel to meet with their loved one. Personal plans highlighted where family wished to have contact and this was facilitated by staff, whether by telephone or through arranging visits. Staff supported people to maintain contact with family in a way that met their needs and wishes and that of their family also.

Family were involved in reviews and in actively contributing to the planned care and support of their loved one. Review minutes reflected outcomes that people had achieved. The review process also captured the view of family as to their desired level of involvement in people's care and support. Whilst future goals were also agreed at reviews it was not always clear and specific in people's personal plans about what actions would be taken to achieve these and in what timescale. It was also not always clear who would be responsible for taking them forward and monitoring and recording progress. The service should establish and record timescales and responsibilities when setting goals in a "SMART" format in order that progress can be clearly monitored and that any achievements, challenges to achievements or alterations to goals can be clearly captured and inform discussion of future goals. This will help to ensure that staff are supporting people towards the goals and outcomes they wish to achieve.

In capturing family's views through regular reviews, the service created the opportunity for the sharing of information and of opinions, which also included the views of the person and of staff who knew them well. A clear and accessible complaints and compliments procedure was available to service users and family should they feel that the service had not addressed or accommodated their wishes, and the service should continue to remind families of this option.

The service offered the opportunity for family members to be informed about developments and to offer their views through twice yearly family forums. Recent meetings had highlighted the potential for family to have access to electronic personal plans in order that they can be fully informed about the care and support of their loved one, promoting access and involvement should family wish. Forums such as this provided the opportunity for family feedback to be gathered and reflected in the service's development plan.

A family member said of staff: "They are there for [family member] and for me to help me care for them." Family said that staff and management were approachable and responsive if they had had any concerns about their loved one's care. Where there had been concerns they felt these had been addressed to the benefit of their relative's care and support.

## 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 well is our care and support planned?	4 - Good
5.2 Carers, friends and family members are encouraged to be involved	4 - Good

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