

Living Ambitions Limited (Kelvin) Housing Support Service

Living Ambitions
Block 1 Unit B3, Templeton Business Centre
62 Templeton Street
Glasgow
G40 1DA

Telephone: 0141 3201904

Type of inspection:
Unannounced

Completed on:
6 February 2026

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2023000181

About the service

Living Ambitions Limited Kelvin is registered to provide a housing support and care at home service to adults with learning disabilities and people who are on the autistic spectrum 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 shared with others. The service provided this support in Glasgow across four locations in the south side and east end of the city.

About the inspection

This was an unannounced inspection which took place on 2, 3, 4 and 5 February 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

Feedback was provided to the senior management team on 6 February 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 five people using the service,
- spoke with four family representatives,
- spoke with 11 staff and management,
- Reviewed care inspectorate questionnaires returned by people using the service, staff and visiting professionals,
- observed practice and daily life,
- reviewed documents.

Key messages

- People were very happy with their care and support.
- Staff knew people well and were sensitive to people's changing health needs, responding with care and compassion to ensure these were met.
- People were sensitively supported to take part in new activities that broadened their experience and increased interaction and participation.
- Management and staff responded well to input from families which resulted in improved outcomes for people.
- People's relationships with family were thoughtfully established and maintained.
- 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?	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.

Interactions we observed between people supported and staff were characterised by warmth, sensitivity and compassion. Care inspectorate questionnaire's stated that people were supported to do things that were important to them, were helped to do things for themselves, and that they were listened to. One family member told us that their loved one had "blossomed". A person we met told us, "The staff are very good." People placed trust in staff, with positive benefits to their health and wellbeing.

People's homes were warm and welcoming and unique to them. Management and staff had successfully advocated for substantial investment and improvements to people's homes with the consequence of people feeling valued. All appropriate health and safety and maintenance checks were being undertaken which meant people could feel safe in their own home.

Staff told us that they worked in supportive staff teams with highly responsive management. There were regular supervisions and team meetings in which people's needs and goals were discussed. A comprehensive training programme included training specifically to meet the unique needs of individual people. Management and staff worked in collaboration which meant people could experience a consistency of support that met their needs.

Staff knew people very well and were sensitive to any changes. This meant that any potential health issues were promptly identified and addressed. A visiting professional, commenting on the person whom they saw said, "Their health and wellbeing needs have always been met." Where a person living in the service was known to be approaching the end of their life, staff had supported the person with a high degree of sensitivity, care and compassion. Appropriate training was put in place for staff. A very thoughtful and considered approach by management and staff, including the engagement of a range of visiting professionals, meant that the health and emotional needs of people were being met so that they could comfortably remain at home for as long as possible.

The service was moving from paper-based personal plans towards an electronic-based system. Plans were regularly updated which meant that any changes to people's needs and wishes were immediately accessible. Some plans would benefit from greater detail by giving examples of potential triggers for anxiety and of techniques for alleviating distress. Completion of 'All About Me' sections would provide oversight of people's likes and dislikes, and their strengths. However staff knew people very well, and new staff undertook shadow shifts to quickly understand people's needs and preferences. The service had identified that daily notes about people's activities would benefit from a more evaluative style to record people's emotional reaction and engagement, allowing for a greater understanding of their needs, wishes and preferences when looking at future goals. An evaluation tool for personal plans was to be implemented to ensure that plans contain the necessary information for people's care and support. Electronic care plans were accessible through both handheld and laptop devices. The service should consider evaluating the effectiveness and efficiency of the technology available for staff to access and use this system as part of its overall evaluation.

People were involved in a wide range of activities of their choice that mattered to them. This included attending clubs, social activities, football matches, and college courses. Staff were sensitive in supporting people to experience new activities in a way that would be positive for them. For one person, their first holiday abroad was planned in great detail resulting in a stimulating and enjoyable time away. Other individuals had been supported regularly to attend local facilities like bars and cafe's and had become recognised members of their community. Activities enabled people to engage more widely with more people, of benefit to their sense of independence and wellbeing.

People were supported to build independence and autonomy within their home. Staff had worked successfully to support one person to increase their independence in eating and drinking. This resulted in feelings of pride and achievement, as well as achieving greater independence.

There was a robust system in place for safeguarding people's finances. Ceilings on the amount of spend any individual could make came at the cost of a certain spontaneity with respect to some purchases. The service should consider the unintended consequences if this, balancing safeguarding with access to finances.

How well is our care and support planned?

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.

There were regular reviews of people's care and support. Families told us that they were invited to attend these and provide input from their perspective. This meant that family could be involved in regularly contributing their views and could feel involvement in people's ongoing care and support.

Family were very happy with the care and support provided by staff. One said, "Staff in the house have been fantastic. Amazing support."

Communication between families and staff was very good. One family member told us, "They keep me up to date. I can phone any time I like." Daily notes evidenced that family had often been phoned on the same day to inform them about the outcome of a health appointment. Communication at the frequency family wished meant that they were fully informed about their loved one's life and issues of importance to them.

The service had made ongoing attempts to engage with family members through surveys. Family members wishing greater involvement had been offered opportunities to do so. Management had been responsive and creative in accommodating requests for constructive participation in the service.

Family forums offered the opportunity for family to be involved in the wider service should they wish. Two of these were arranged last year. Four of these events have been planned for the upcoming year, offering the opportunity for family to contribute to wider service developments.

Regular meetings of housemates within each house helped to promote a sense of community and belonging.

Staff and management were responsive to any concerns expressed by family, addressing any issues promptly and acknowledging where the service could improve.

Family who were aware of the capability of electronic personal plans in general commented that they would like to access the system as a way of keeping up to date with their family member's life and activities. This access will be offered in the future as part of the service's continuing rollout of the functionality of the system.

Staff had supported people to establish and maintain contact with family members, setting up opportunities for weekly phone contact and to physically meet up. This regular contact with people of significance for them benefited people's wellbeing. Family involvement was managed thoughtfully and in line with people's wishes, with multiple and proactive attempts to reconnect individuals with family where appropriate, and maintenance of relationships where these existed. A high emphasis on family contact was a particular strength of the staff and management.

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 well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good

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