

Living Ambitions Limited (Nethan) Housing Support Service

Living Ambitions
Block 1 Unit B3
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Type of inspection:
Unannounced

Completed on:
13 February 2026

Service provided by:
Living Ambitions Ltd

Service provider number:
SP2003000276

Service no:
CS2023000171

About the service

Living Ambitions Limited Nethan 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 east of the city.

About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 February 2026. The inspection was carried out by one inspector from the Care Inspectorate.

Feedback was provided to the senior management team on 13 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 seven people using the service,
- spoke with three family representatives,
- spoke with nine staff and management,
- Reviewed care inspectorate questionnaires returned by people using the service and staff,
- 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 needs, resulting in prompt and effective interventions.
- Person-centred support increased people's engagement with others and participation in their community.
- The service worked well alongside families to facilitate their involvement in people's care and support.
- 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 told us they were very happy with their care and support. We saw person-led support characterised by warmth and sensitivity. People told us that they were supported to do the things they wanted to do and that staff encouraged them to do as much as possible for themselves, an observation also shared by a family member. One person told us, "I am very happy here." A family member said about the staff, "They are just really good and caring. They want the people there to live their best life."

People's houses were warm and welcoming, clean and well-maintained. Every person's room had items of value and significance to them. Sensory equipment such as specialist lighting was thoughtfully integrated into the look of a room. Families told us that when out with their loved one, they would actively say, "I want to go home." This indicated they felt comfortable and safe there. A sense of ownership of their house and their own space benefited people's self-esteem and wellbeing.

Staff worked well with each other and were well supported by management. Sufficient staff were available to provide appropriate care and support. Management and staff had advocated for increased hours of support for one person so that they could be supported to do the things they wanted to do. Whilst team meetings and support and supervision sessions could be improved in frequency, good communication within teams, and between team members and management, meant that staff worked in collaboration to benefit people supported. People experienced a consistency of care and support.

People should expect their health needs to be met well. This was a particular strength of the service. Staff were highly sensitive to changes in people's presentation. This had resulted in people receiving prompt and successful interventions for example for sight or hearing difficulties. People had also been supported towards healthier lifestyles through staff's long term support to reduce smoking or lose weight. People experienced a sense of achievement at having changed their life for the better.

People were supported to take part in a range of activities of their choice that mattered to them. This included regular activities such as attending clubs or classes, in-house activities like evening karaoke sessions, and one-off activities like going to the theatre or on holiday. One family member said, "[The service] has been the best thing that's happened to them. Staff have been great. They are a different person, more engaged with people." People's support promoted their independence and encouraged spending time with others. They were enabled to feel part of a community within their own home and outwith it, bringing a sense of belonging, increased confidence, and enhanced personal wellbeing.

The service was moving towards full implementation of an electronic personal planning system. Sections of plans like a summary of a person's likes and dislikes, and their personal strengths are to be integrated, as do the goals a person wishes to achieve, highlighting people's desired outcomes. Triggers for people's anxiety were detailed, as were ways for staff to support people in their daily living, according to their needs and preferences. Plans would benefit from more detail on how to support someone experiencing anxiety. However, one family member highlighted the consistency of staffing: "Despite staff changes new staff get to know them well through the other staff." This resulted in highly person-centred care and support. A planned validation exercise at the conclusion of the transfer of information into electronic format will ensure the content of personal plans benefits people's care and support. 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.

Daily notes benefited people's health and wellbeing through the recording of specific health needs such as nutrition and hydration. Notes would benefit from a greater evaluative content to record people's engagement and mood which would inform future care and support.

Robust systems were in place to safeguard people's finances. This came at the expense of some spontaneous purchases and could also result in delays for larger items or home improvements. The service should consider the ceilings for individual payments that people can make which would increase people's independence whilst still safeguarding their finances.

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Families were very happy with the quality of the care and support of their loved one. One family member said, "Over the years their needs have changed and [staff] have adapted very well. [My relative] is very happy there." Family contact and involvement over an extended period of time had borne witness to flexible person-centred support. Another family member commented on, "the changes for the better in their personality since moving there." This too indicated, and for someone newer to the service, that family contact enabled them to witness the progress their relative had made.

Families told us that meetings to review a person's care were happening regularly and that they were always invited to attend and contribute. A family member told us that reviews had been a valuable opportunity for them to work together with the service and with social work to achieve positive benefits for their loved one.

Reviews were good at highlighting any goals that people had been working towards and the achievements they had made. Any new outcomes and associated goals would benefit from being written in "SMART" format. These could then be more explicitly included within people's personal plans to guide support, and also inform and reinforce families' expectations about the direction of care and support.

The service had made attempts to gain families' views through surveys and planned to continue to do so. There was also a family forum which had taken place twice in the last year. The service had diarised for four further meetings to take place in the coming year. This would afford families the opportunity to contribute to wider service discussions should they wish to do so, and for their views to be accommodated within the service's development plan.

Families had the regular contact they wished to have with their loved one. For some families this meant that they would visit or go out with the person on a weekly basis. For others, they felt they were welcome to drop by at any time. Staff supported people sensitively during times when families had been unable to visit regularly, minimising any anxiety they might have had.

The service was responsive to families' desires for different levels of involvement, facilitating family to attend hospital appointments with a person, relaying any health correspondence, or simply keeping family up to date with any health or other issues, as they wished. Family said communication with the service was good. "They don't hide anything from us," one said. Families placed trust in the staff and management, mirroring the same trust felt by their relatives who used 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
1.3 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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