

Moray Services (Housing Support)

Housing Support Service

Cornerstone
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Telephone: 01343 559337

Type of inspection: Unannounced
Inspection completed on: 6 February 2017

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Care service number:
CS2004073008

About the service

Moray Services (operated by Cornerstone) provides combined housing support and care at home services to people with learning disabilities across Moray living in shared tenancies.

The organisation's aim is "to enable people we support to enjoy a valued life".

The organisation's vision is "to meet and exceed the expectations of our customers, particularly people we support".

This service registered with the Care Inspectorate on 1 April 2011.

What people told us

We spoke with people being supported in three shared houses. This involved 10 people being supported. Two family members were also in attendance. All were happy with the accommodation and the support they received to remain as independent as possible and to maintain an active lifestyle. There was very good communication between the service and family members.

Seven Care Standard Questionnaires were returned, which provided a 100% satisfaction rate for the overall assessment of the quality of support that was provided.

Self assessment

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this, and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, some areas for development and any changes planned.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We found that the vast majority of the people being supported felt safe and were very happy with where they lived and with sharing with other people. Where this was not the case, the service had already identified this and was working with the local authority to find more appropriate accommodation in an area where they wished to live.

The people being supported stated that they made various choices and decisions about their daily lifestyles. This included day to day choices through to planning holidays with staff or with family members. They spoke confidently about the planning for their holidays and of previous holidays. Cornerstone's policy and procedures

encouraged the involvement of the people that they support and this was evident through the choices and with the discussions at house meetings. There were examples where the people being supported made differing choices about activities and staffing numbers were altered to ensure that everyone's wishes were taken into account.

Support plans provided good person centred information, explaining how to support them in a manner that met their needs related to their health and social lifestyles. The plans encouraged independence and involvement. One person stated that they regularly read their plan with their key worker.

Healthcare needs were included in the support plans. Staff members supported the people to attend healthcare appointments to ensure that their healthcare needs were addressed. Allied Healthcare Professionals were involved in the support and provided guidance as appropriate. Support plans provided very good information about the administration of medication in a safe manner.

The service had continued to carry out regular assessments of the service and had increased the involvement of staff members and updated the documentation to reflect the different parts of the service. The people being supported and their families and other stakeholders continued to be part of the process.

The service provided a robust induction process. A new policy had been introduced which identified the mandatory training relating to different job roles. Each new staff member was allocated a buddy to support them through their induction period.

Managers and team leaders have been completing Inspiring Excellence and management training, with the operational manager completing Inspiring Operational Excellence courses. It had been explained that this helped to motivate staff and to develop their strengths to provide a benefit to the people that they support.

What the service could do better

Although the support plans provided good information, it was noted that some plans could be improved with some additional detail being provided to more clearly explain the support to be provided. They should avoid using the terms "support", "assist" or "prompt". When considering these terms, what and how the support is provided should be fully explained.

It was also noted that some risk assessments had not been reviewed for more than 12 months. These should be reviewed at least annually.

As part of the inspection a check of staff registration with the Scottish Social Services Council (SSSC) was made. We found that a registration had lapsed for a supervisor. The service investigated this and it appeared that this was due to a change of address and had been missed. The service reallocated the staff member to a non registerable position in the meantime until the registration could be reinstated. They also requested their human resources team investigate how this had been missed. As appropriate actions had taken place it is recommended that the service should ensure that robust procedures were in place to ensure that staff members' employment complied with registration requirements. **(See Recommendation 1)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that a robust system is in place to ensure compliance with SSSC registration.

National Care Standards, Housing Support Services: Standard 3 - Management and Staffing Arrangements.

National Care Standards, Care at Home: Standard 4 - Management and Staffing.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
17 Feb 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Sep 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
10 Oct 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
25 Feb 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good
28 Jun 2010	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Jan 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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