

Cornerstone Uphall Service Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 8 December 2016

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Care service number:
CS2010272110

About the service

This service registered with the Care Inspectorate on 4 November 2015. Cornerstone Uphall Support Service is based in the same building as Cornerstone Uphall Care Home, it was built for and commissioned by West Lothian Council in 2010, the council is the services landlord. Cornerstone Community Care provide a fully accessible centre for two young adults with physical and/or sensory disabilities five days a week.

The building is in a quiet residential estate within a short distance of Uphall High Street, local amenities and public transport. The building is bright and spacious, it is in two halves, one for respite/day care and the other for residential service users. There are separate lounges and dining rooms with a shared kitchen. It is designed in a way that people from the different parts of the service can choose to mix or remain in their own area.

A proportion of the external area is landscaped with patio areas outside the bedrooms/lounges and a longer area behind the dining rooms. There is generous parking for service users', relatives' and visitor's cars. Turning space for larger vehicles is also available.

What people told us

We saw and spoke to three service users during the course of the inspection. We also observed how well people interacted with staff, who were attentive and in tune with the routines and behaviours of each individual. The atmosphere was happy and relaxed although busy, the staff kept up a good rapport with each service user throughout our time within the service. Staff were aware of the needs, support and care needed for both respite users and one residential person present during the inspection. We found staff reacted swiftly and appropriately to ensure a person who had been suddenly unwell was safe and their needs were being met.

Before the inspection we received one Care Inspectorate Questionnaire completed by a relative, the general comments were positive.

Comments included:

'My son's needs change day to day and it is great the way the staff know and go with the change and encourage him. He does things now he has never done for years, the staff there are amazing and I feel relaxed when he is with them.'

Comments from the service users we spoke to included:

'The staff are great and listen to me.'

'I get to choose what I want to do or not, I like going to the cinema and out for lunch.'

'I really like coming here.'

Self assessment

At the time of the inspection no self-assessment had been submitted to the Care Inspectorate. During the feedback the manager confirmed she had the appropriate paperwork and would complete this as soon as possible.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

We found the staff team to be very proactive in encouraging people using the day service to get involved and choose what they wanted to do. Although staff had a programme of what activities could take place, we found that they listened to individuals and changed any plans in line with what service users wanted to do. This involved not going out to the cinema and playing games, watching television or chatting with people.

We found the documents within the service had improved and gave the reader a good understanding of what individuals liked/did not like to do, places to go, menu options and most importantly their care and support needs. One person during the inspection had suddenly become unwell, staff were professional, caring and very swift in dealing with the situation. They ensured the person was reassured, cleaned and changed promptly and the area in the dining room immediately thoroughly cleaned.

Each person using the service had regular meetings with staff, with their families being fully involved. This was to ensure the on-going needs of people were being met and staff were fully up to date with any changes in the support needed. We found staff to be adaptable and encouraging people to go to different places and trying different activities, whether this was in house or outside the service. All care, support and documents were reviewed every six months and updated if needed, more often if required.

All of the communal areas and rooms had recently been repainted. We were told that all service users and families - both in the day and residential service, had been fully involved in choosing the colours for the walls, furnishings and decorations. We found the environment to have a comfortable, friendly and homely feel about it. The facilities to accommodate the needs of service users were to a high standard. The outside area was fully accessible for wheelchair users, the service and care home team had been active in clearing some areas of the rear garden so it is more accessible for people. The benches had been repainted and flower arrangements were arranged in both the front and back areas. All service users were asked about what they wanted in the outside areas and encouraged to get involved with any gardening.

What the service could do better

We were informed that the service was waiting to have more work done to the rear garden area regarding being more wheelchair friendly. We were also informed that one side area of the service still needed to be paved in a

more appropriate surface for electric wheelchair users. The team leaders said that West Lothian Council is due to clear gutters in the spring.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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	
7 May 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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