

Cornerstone North Lanarkshire Supported Living Housing Support Service

35 Wellwynd
One Wellwynd
Airdrie
ML6 0BN

Telephone: 01236 751105

Type of inspection: Announced (short notice)
Inspection completed on: 29 September 2017

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Care service number:
CS2004073016

About the service

Cornerstone Community Care is a Scottish charity and a provider of services for adults with learning disabilities across Scotland.

At the time of this visit support packages were being provided to approximately one hundred and sixty service users throughout the North Lanarkshire area, mainly within their own or shared tenancies.

The aim of Cornerstone is that they will 'enable people who require our support to enjoy a valued life'.

What people told us

Collectively the inspector and inspection volunteer spoke with a total of 39 supported people and their relatives. The large majority of people were very happy with the quality of service they received.

"When my guardian broke his leg on holiday, his mother and I would never have coped without the excellent care of his team leader and support worker".

"My son has had the same three support workers for a long time and they totally understand his needs. He is so happy".

"The three staff who work regularly with my son know him well and can respond to his needs. However, Cornerstone agreed a year ago to introduce a fourth member of staff who would be able to cover sickness and holidays, yet have failed to recruit to the service....."

"We are delighted with the service provided by Cornerstone Connects. Always caring, kind and built around the needs and wishes of the user".

"My fellow guardian and I are delighted by the service given by the team leader and the support workers. The problems occur when you go above the team leader to middle management. They do not seem to listen or respect the views of the guardianship....."

"My sister is well cared for by Cornertstone staff who show respect; caring for her in a patient and attentive manner. The service they provide is of a very high quality. They communicate well with me. I wish to commend the commitment they give to their work".

"My wife has dementia and has been using Cornerstone since Christmas 2016. The staff have been excellent and very understanding to my wife's care needs. I find all staff to be very friendly and competent with the care they provide and I would certainly recommend anyone to use Cornerstone for their care needs."

"I have always found Cornerstone to be an excellent care provider who provide the best care possible within budget constraints."

"I am pleased with the care and support my son receives from Cornerstone. The team he has have been very tuned in to his complex needs and I also have confidence that they can take action quickly if he becomes unwell. As his mum this takes a lot of pressure off me. His previous care provider did not provide the same support".

"It is the support staff that makes the service what it is".

Some of the people we spoke with raised their concerns about the proposed changes in management and how this would impact on the support they received.

"I am concerned that the proposed changes will have an impact on the support I receive. I guess only time will tell".

Feedback from the staff we heard from:

"I am happy that the service I and my colleagues provide to people we support is given with all the tools needed to create a safe, clean and happy home".

"I feel very safe and confident in my workplace. I am treated with respect and have a great working relationship with not just the service user but with the company also".

"The service is very well run. Every member of staff follow all the guidelines and work with each other well for the wellbeing of the person we support".

"With regards to the future of Local Cornerstone, due to the lack of information being provided its only natural that some people are gradually becoming concerned about the long-term future of Cornerstone, myself included. I just hope that future concerns won't affect my role as a support worker".

"Unsure as to how Local Cornerstone will work. There is weekly newsletters but they tell very little. Team leaders are going to be asked to go back into the services to work as our jobs will no longer be here. I don't think staff want this change as they cannot picture it and information is not available to them. We are losing good members of staff and management due to this".

"I have been employed with Cornertstone for 17 years and have seen the company change throughout the years but it has always kept a very strong value base which is the people we support are the foremost important in our area of business".

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

From this inspection we graded this service as:

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

What the service does well

Excellent outcomes were being achieved by people using the service. Outcomes included attending college, undertaking paid or voluntary work, improving their health and wellbeing or involved in many of the community group activities.

We visited the cooking group and spoke with people to gain an understanding of their achievements. Many of them have been supported to gain a recognised qualification in cooking, including food preparation and hygiene. This had helped many to live more independently at home.

We also attended the first world café event facilitated by the manager where people gave their feedback on their experiences of using the service. Positive focus group discussions were held and we met with every person individually to hear of their personal success stories.

People were treated kindly with respect and dignity. There was a real acceptance of people and a warm welcome for everyone. The manager was keen to learn directly from people what aspects of the service could be improved.

The staff were knowledgeable of people's needs, assisted through having consistent staff and very detailed person centred-support plans and protocols agreed with people. Additional information on key health conditions was also provided to staff to support them with their learning and understanding.

Over the years the service has made good use of assisted technology. Supporting people out of ours with emotional support through Ipad facetime. We spoke with one supported person who felt this was invaluable to her self-esteem, just knowing there was someone available to talk to when required.

Technology developments are also planned to further assist staff in their everyday work and further enhance the quality assurance aspect of the service.

There have been many changes in the management of the service, including a change of registered manager. However, we received positive feedback from those we spoke with and the manager was ensuring he was very visible in getting to know people well.

What the service could do better

The documentation used to capture people's outcomes and their support needs was very comprehensive. However, we felt that this could be streamlined a little to make it easier for staff to access.

In addition, there was a huge amount of evidence in relation to quality assurance practices. This included support plan, medication and financial audits. However, we felt there was a huge amount of duplication and although very comprehensive in terms of quality checks, again could be streamlined. The manager agreed with this assessment.

The staff we spoke with felt supported and valued locally but felt further development was needed on a national level. This was in part due to the forthcoming changes in the model of the organisation and its structure. With the introduction of Local Cornerstone being rolled out in the coming months and years, there was a lot of uncertainty felt about how the changes would affect them directly.

Briefing sessions have been held with supported people, their relatives and staff however, the service provider should continue to ensure all streams of communication is accessible. Some of the service users were not happy with the proposed changes. But offering a variety of communication methods to supported people and staff, staff will be able to support the management better in answering any questions or concerns people may have.

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
26 Oct 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed 6 - Excellent
25 Sep 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
22 Sep 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 4 - Good
23 Apr 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 5 - Very good 4 - Good
1 Nov 2012	Unannounced	Care and support Environment 5 - Very good Not assessed

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Nov 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
2 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Dec 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Dec 2008	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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