

East Dumbartonshire Services Housing Support Service

Cornerstone Kirkintilloch
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Type of inspection: Announced (short notice)
Inspection completed on: 2 March 2018

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Care service number:
CS2004073005

About the service

East Dunbartonshire Services is registered to provide a 'combined' housing support and care at home service to adults with a learning disabilities, adults with acquired brain injury and other additional needs. The provider is Cornerstone Community Care, and is a registered charity. The head office is in Aberdeen. The service was first registered with the Care Commission in April 2004 and transferred its registration to the Care Inspectorate in 2011.

There are 14 projects under this registration, with 110 staff. Hours of support range from 30 people receiving over 40 hours a week to one person receiving four hours a week. People were either living on their own, with family or within shared tenancies. Thirty four people were using the service at the time of the inspection.

The service's aims and objectives are detailed as:

- enabling people to lead a valued life in the community
- helping individuals to make their own choices and decisions
- assisting individuals to take part in everyday activities.

What people told us

People we spoke with and their relatives were overall very happy with the care and support received. We visited people in two shared tenancies, Glenorchy and Donohoe Court, and spoke with three people and observed staff interaction with two people. One person told us how much they enjoyed the company of others and it had been their choice to move there. Another person told us they were very happy with the support they got. We spoke with two relatives who were very positive and felt staff were very welcoming and that the service was a 'great place'.

Four people completed our questionnaire and were very happy. One person commented "I like everything about living here. I get on well with staff and my fellow tenant. I do not want to make any changes to my service."

Nine relatives responded to our questionnaire, and overall were very happy with the care and support provided. Comments included: "great run service...family very much involved. Excellent friendly staff." "My brother receives excellent care and attention and we are very happy with the service provided." "Very happy."

One relative had raised some issues which we passed onto the manager and these were addressed. Another relative was concerned about Cornerstone's strategic plan and the lack of communication from the central office in Aberdeen, and the lack of involvement from people using the service. We passed this information to the manager.

Self assessment

We did not require a self assessment for this inspection year. Instead we discussed if the service had a development plan to take forward improvement. The manager informed us that this was in place. We will review this at the next inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People had very positive experiences that promoted their well-being. For example; people told us how much they looked forward to a holiday and staff helped them to organise this. People were encouraged to be included in their local communities. One person had a voluntary job, another person told us about community groups they were involved in. People enjoyed going out to activities that were individual to them such as cinema, lunches, going to church, swimming and shopping. One relative told us how staff were good at thinking of activities that would stimulate their relatives interest. Some people attended day centre's which they enjoyed. Care and support was person centred and staff were good at supporting people as individuals.

Professionals told us that staff were good at recognizing health issues and asking for advice to ensure people's health needs were maintained. The good input from health professionals helped staff to promote people's health needs, for example; input from district nurses to support end of life care, input from speech and language therapist to support appropriate eating and drinking. Staff felt the training they received supported them to care for people more effectively and gave them a better understanding. People's specific health needs were met by a skilled staff team.

People were very happy with the staff overall and so were their relatives. Staff were very good at involving families in all aspects of care and support such as reviews. One relative commented "the staff are excellent and always keep us informed, we have a review and discuss relatives needs and plans for coming year which are helpful." Relatives said staff made them very welcome and always kept them informed, forging good communication links. Comments about staff included that staff were "very caring" and "excellent". One relative commented on how their son was very settled and this gave them "peace of mind". Another relative said that "staff go that extra mile to ensure my son's wellbeing and happiness". We observed staff to be compassionate, and demonstrated to us good social care values in how they genuinely cared about people.

Effective systems support staff to promote safe practice such as with finances and medication. Systems were checked regularly, and discrepancies were dealt with appropriately by managers. Staff were aware of how to report poor practice and were aware of whistle blowing procedures. People we spoke to told us who they would speak to if they were unhappy about anything and were confident to do so. This good practice keeps people safe.

The majority of staff felt supported in their work with good opportunities for informal and formal supervision. Staff felt they worked well as a team and had good support from each other and from the manager who was seen as approachable. Overall, staff enjoyed the training and felt the training supported them in their work.

What the service could do better

There needs to be improvement in the reporting of incidents to the Care Inspectorate. Although we were satisfied that the manager had involved other agencies, incidents need to be reported within 24 hours. This ensures that we are satisfied that vulnerable people are protected, and effective procedures are followed to keep people safe (see recommendation 1).

We felt the information that would accompany someone going into hospital needs to be up to date and more concise. Hospital passports should help to support the person in hospital along with supporting hospital staff. The manager agreed to review the format to look at more accurate and concise information being held.

We asked the manager to review some risk assessments to ensure these covered areas such as; use of lap straps and first aid for people who are susceptible to choking. Although staff have training in these areas it would be good for staff to have written information about the risks and how to deal with incidents of choking. The manager agreed to review this.

Consideration could be given to promoting more person centred practice by medication being stored in each person's room if this was appropriate. This will further promote a person's privacy and dignity.

The manager could look at promoting more leadership opportunities for staff. For example staff acting as champions for a topic that interests them such as autism, activities. The Step Into Leadership Programme by the Scottish Social Services Council (SSSC) could be used to promote leadership.

We found that policies and procedures were discussed at team meetings which helps to inform staff practice. It would be good to include other best practice documents such as Codes of Practice by SSSC, and the Mental Welfare Commission document on Rights, Risks and Limits to Freedom as discussion points for staff. This will help to inform staff's knowledge.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that the Care Inspectorate guidance on reporting incidents is adhered to, and that the policy and procedure for reporting adult support and protection issues are followed. This will ensure people using the service are safe and protected and their well-being promoted.

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	
15 Feb 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
23 Feb 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Jan 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Mar 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
9 Jun 2010	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good Not assessed
22 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good 5 - Very good
12 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 3 - Adequate

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