

Cornerstone Sunnybank Care Home Service

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Type of inspection:
Unannounced

Completed on:
17 May 2018

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2014325430

About the service

This service registered with the Care Inspectorate on 25 April 2014. This service is managed by Cornerstone Community Care, a registered charity that provides numerous services throughout Scotland. Their head office and administrative base is in Aberdeen.

Cornerstone Sunnybank is a registered care home for a maximum of four adults who have a learning disability and who may also have a physical disability. The service's premises are based in the ground floor of a flatted complex in a residential suburb, close to the city centre of Aberdeen. The premises are purpose-built to be accessible to people who have a physical difficulty.

Cornerstone's aim is to 'enable the people we support to enjoy a valued life and to meet and exceed the expectations of our customers, particularly the people we support'.

At the time of the inspection, the service was being provided to four people.

What people told us

The people who used this service were not able to directly share their views with us. In order to try and gauge their satisfaction with the service we spent a large part of the inspection in their company. We also spoke with one person's relative/guardian and one professional involved in the lives of the supported people. Our observations and conversations have greatly informed our findings and we discuss them in the main body of the report.

In summary, we concluded that people were happy in their service. Staff supported them with all aspects of their daily care. People looked relaxed and comfortable with their staff.

Self assessment

We did not ask the provider for a self assessment for this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

People should be able to expect that their care and support meets their needs and is right for them. People were well supported by staff to look after their health and personal care. Staff responded quickly to any signs people were not well. They supported people to get the medical attention they needed. They helped people use

relevant screening and healthcare services. They had adapted their support to provide end of life care that enabled one person to stay in their long term home till the end.

It is also important that people can maintain and develop their interests and activities. This is so they can lead their lives as they want to, gaining satisfaction and fulfilment, which in turn promotes good health. Staff's availability to support people on outings into the wider community was limited due to the amount of time needed to meet people's physical needs. The service needs more staff on duty in order to meet the people they support's needs more fully. We were very pleased that the provider had already begun negotiations for extra staffing with the funding authority.

The people who used this service experienced warmth, kindness and compassion in how they were supported. People who could not communicate with us looked happy and comfortable with their staff. The relative of one person told us they were very happy with the service. They felt that staff looked after their relative well and kept in touch with them in keeping with their preferences. Review meetings held with people's care managers showed that another family was much happier with the service than they had been previously.

People and their family, where appropriate, had been involved in developing and reviewing their personal plans. This is important to ensure that staff provide care in keeping with people's needs, wants and aspirations. Staff recognised that people's family were experts in their knowledge of their loved ones needs. This expertise was reflected in the support plans that staff developed. Staff kept good records of the reviews of support plans. They showed what had worked well for the person and what further support was needed to help improve their quality of life.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

People had a mix of communal and private areas available to them. Everyone's bedroom was well decorated and furnished, reflecting their personalities and likes. Family members had recently decorated their relative's room and felt staff had welcomed their involvement. The service was clean, tidy and had a pleasant fresh atmosphere. The corridors were bright and airy and looked homely and comfortable. The living room was not so attractively presented. This was partly due to the limited natural light in the room. There was also some damage to the walls, thought to be caused by the backs of chairs. The walls had been repeatedly repaired but the plaster damaged quite easily. We suggested the provider consider different attractive ways to protect the walls from the day to day damage.

People living in small care homes, such as this one, often have to share bathrooms/shower-rooms. This service had one large shower-room and one large bathroom. None of the supported people chose to shower, preferring

a bath. Four people using one bathroom contributed to the lengthy time it took for all to be ready to enjoy their day. Staff had got into the habit of using this unsecured room for storage. The manager should assess if this practice is safe and provides people with enough bathing facilities.

Being outdoors was very popular with some of the supported people. We were disappointed that the service had not developed their small outdoor area as they had stated they would in previous inspections. The service should seek advice and develop this area to make it more interesting and attractive to the people they support.

People should be able to adjust the heating in the service to meet their needs. At times we found it cold in the service, as did the provider's quality assurance officer. Staff felt the people they supported preferred a cooler temperature. A comfortable temperature can be very different for people. The manager should gather information to support or challenge the different opinions and make whatever adjustments necessary to ensure people's comfort. **(See Recommendation 1)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure the people they support experience a comfortable temperature for them.

This ensures care and support is consistent with the Health and Social Care Standards, which state that 'my environment has plenty natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes' (HSCS 5.19).

Grade: 4 - good

Quality of staffing

Findings from the inspection

People who experience care should have confidence in staff because they are trained, competent and skilled. The staff that we observed during the inspection impressed us as being well motivated, caring and keen to learn. The management had positively encouraged development in their staff by providing one with the opportunity to act as a keyworker, a role normally played in this service by a different grade of staff. Key workers coordinated the support for specific people who used the service.

People should be supported by staff who can anticipate issues and plan for any known vulnerability and frailty. The service had created support plans, to address people's needs and in many places these gave staff very good guidance, for example in how a person communicated. In other places, we found the guidance less clear. Supported people's involvement in developing their support plans came from staff observing and assessing how the person responded throughout the day. This was because people had limited abilities to express their views. The records staff made needed to improve and become more descriptive in order to provide the information needed to keep updating the support plans. For instance, several daily records did not mention an outing a

person had been on. This means there was no observation on how much the person enjoyed, or not, the outing. The provider had already made arrangements to update the planning and improve staff's recording skills.

Staff were skilled at providing people with well prepared, nutritious meals. They encouraged people to enjoy a good selection of fruit and vegetables and a variety of drinks. Good nutrition and hydration is a very important part of keeping healthy. Staff understood the practical process of providing meals and drinks well. However, not all staff presented people's meals attractively. For instance, one person had all the different food in their meal mixed together into one mashed pile. We suggested that the service could develop staff by providing them with experiences of what it is like to receive this type of support, for example being fed a modified diet in this way.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Much of this service's success at providing good support and care to people was due to the manager and staff team's values, skills and willingness to learn. The manager provided good leadership, was well organised, caring and professional. They had responded quickly and effectively to complaints and concerns. They addressed the issues, learned from the events, and shared their learning with staff through their regular team meetings.

The service still needed to improve some of their medication management to make sure people received all their medications as their doctor prescribed. For instance, one person's support guidelines needed to reflect a new medication to be used as and when required. Staff should also be more thorough in checking the original prescription issued by medical professionals. This is because one gave a medication's directions that were not in keeping with what staff said the GP had intended.

The service had improved the quality of life for supported people by working more closely with other professionals and family/guardians to develop how the staff supported people. An improvement to people's lives included a reduction in their anxieties as a result of staff following a structured morning routine with them. This improvement was small, and at times staff had not followed the structure as closely as they should. The manager had further development events planned for staff to raise their awareness of good, evidenced based practice on supporting people with a learning disability. Having a stable structure to their day and using alternative forms of communication can help people understand what is happening and what is going to happen, thus reducing their anxiety.

People should be able to expect that they will be meaningfully involved in how the provider works and develops the service. The manager had volunteered for the service to take part in the provider's new quality assurance process that focused on one person's experience. This resulted in a critical appraisal that reflected, almost exactly, our findings during this inspection. Since then the service has begun to address the areas for

improvement. This new quality assurance process is a very good development that really involved the supported people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

Staff ensure they protect vulnerable supported people from accidental poisoning by securely storing cleaning chemicals.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1)(a) - Relating to health and welfare and Regulation 5 - Relating to personal plans.

Timescale for meeting this requirement: 26 May 2017.

This requirement was made on 12 May 2017.

Action taken on previous requirement

All staff were aware that the laundry room stored cleaning chemicals and kept it locked when not in use.

Met - outwith timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
20 Oct 2017	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Oct 2017	Re-grade	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
12 May 2017	Unannounced	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

Date	Type	Gradings	
15 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
6 Jan 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Apr 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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