

Shared Lives & Short Breaks Service - West Adult Placement Service

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Type of inspection:

Announced (short notice)

Completed on:

14 November 2018

Service provided by:

Cornerstone Community Care

Service provider number:

SP2003000013

Service no:

CS2007155094

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Shared Lives & Short Breaks Service - West is provided by Cornerstone and is based in Irvine. It is a registered adult placement service providing long term and transitional family placements for vulnerable adults over the age of 16 years old. The service recruits, trains and supports carers to provide loving and nurturing homes to vulnerable adults who need this.

The service has undergone a sector leading change in its structure and approach to service provision in the last year which was evident in the excellent identified outcomes for service users during this inspection.

The service aims 'to enable the people we support to live a valued life - the life they choose.'

What people told us

Overwhelmingly, carers reported a high level of support and care and a staff team who repeatedly went above and beyond in giving their own time for them. Camaraderie was remarkable and all carers, without exception, reported being part of a family and feeling wholly involved and included in the service.

Service users we spoke with told us that they felt included and respected and that they were being supported in loving family homes. They were being proactively supported to seek employment or opportunities to develop their skills and knowledge bases. Aspirations for the people using the service were exceptional and their confidence and self-esteem was apparent as a result of this.

Self assessment

The service was not required to submit a self-assessment this year.

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	6 - Excellent

What the service does well

Consistent and life changing outcomes for the people using Shared Lives & Short Breaks Service - West were again sustained at this inspection. Sector leading practice across both care and support services and within the newly developed approach to leadership were easily evident. The service should be commended for their hard work and commitment to driving practice and contributing to their sector. The impact that this has had on the outcomes for their service users across the year was remarkable.

Positive discrimination recruitment laws have allowed the service to proactively employ service users to work directly in the service. This offered them paid employment with access to full organisational training and benefits. Furthermore, two volunteer service users have been trained into posts affording them a work experience profile for their C.V's. A remarkable piece of project work had been completed by the service user group New Beginnings; a community café business had been developed and was imminently about to open to the public. Run in its entirety by the service users, with the guidance and support of a staff leader and community volunteers, meant that all service users could be as involved in employment rotas within the café as they chose to be. Service users were supported to develop a wide and varied range of skills in the vast areas of business development and management alongside support for their social and emotional needs. Service users were confident, engaged and excited in their new project, some of whom told us it was the best thing to happen for them in employment in a long time.

An exceptional standard of support and reviews for carers were in place, managed with diligence and prioritised; quality assured by an astute and highly thought of business administrator who was known, trusted and accessible to all using the service.

An engaged and enthused staff team reported significant positive change in the organisation's approach to management and leadership over the last year. They reported exceptional support for their roles and accessibility across the whole organisation to all kinds of experienced professionals, from trained coaches to practice experts, who were able to help guide and support them to develop their practices. Staff reported that this empowered them in their work.

A sector leading and full organisational restructure, underpinned by a strength based model in supporting staff, meant that exceptional outcomes for the staff team were driving the notable outcomes for the service users overall. The sector leading whole life approach to their family placement services meant that service users could access the service at any point in their lives no matter what their vulnerability may be. The new approach to service provision is challenging the barriers that separate child and adult services and the provision and quality of these service types promoting high quality services for all.

What the service could do better

The service should continue to sustain the life changing exceptional outcomes for their service users that they have demonstrated over time.

We spoke about many ways that the service could continue to contribute to and to challenge the ongoing development of best practice within Shared Lives & Short Breaks Service - West.

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
20 Aug 2017	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
14 Oct 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
22 May 2014	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
11 Jun 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
22 Jun 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
16 Aug 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
22 Jul 2009	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 5 - Very good 5 - Very good
16 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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