

# Cornerstone Aberdeen Housing Support & Care at Home Housing Support Service

Centurion Court  
North Esplanade West  
Aberdeen  
AB11 5QH

Telephone: 01224 256000

**Type of inspection:**

Unannounced

**Completed on:**

20 May 2019

**Service provided by:**

Cornerstone Community Care

**Service provider number:**

SP2003000013

**Service no:**

CS2003051752

## About the service

Cornerstone Aberdeen is a housing support and care at home service, which is registered to provide support for adults. The people they support live in their own homes, either alone, sharing with someone else, or with several other people in a house registered as a house of multiple occupation (HMO). In February 2018 the service varied their registration to include providing housing support to people in 10 sheltered housing complexes.

The service meets a lot of different needs with some people having only a morning welfare call (people in the sheltered housing complexes), some a few hours support to help in areas such as shopping, while others have support for 24 hours a day. At the time of our inspection the service was providing support to over 300 individuals.

Cornerstone is a large voluntary organisation providing services over much of Scotland. This service has been registered since 2003 and transferred its registration to the Care Inspectorate when it was formed in 2011.

Cornerstone states:

"We operate with a person-centred approach and identify outcomes for everyone we support based on four key areas – increased social inclusion, improved health, improved independence and improved wellbeing".

## What people told us

Before our inspection we sent out questionnaires asking people what they thought and we spoke with others during our inspection. Overall people were happy with the service they received. Here are some of the things they told us;

"I have a lovely team of ladies supporting me and I am very well looked after"

"I would prefer different people supporting me, I'm not sure they understand me"

"I couldn't manage without my team"

"I am happy with my support"

"Everyone is lovely, I feel like I would be supported if I asked for it"

"I'm very independent still, I just get a wee check on"

"Staff always have a smile when they arrive and I know that they enjoy their work, which I feel makes a difference"

## Self assessment

The Care Inspectorate is changing the way it inspects services. We did not request providers (except child minders) to complete a self assessment for the 2019/20 inspection period. Instead, we took the opportunity to discuss and assess the services progress using their improvement or development plan as part of their internal quality assurance. We also reviewed information we had received from the provider since our previous inspection.

## From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of staffing	4 – Good
Quality of management and leadership	not assessed

## What the service does well

We were made very welcome during our inspection and staff were eager to speak with us. They were open and honest about the things they felt were working well and the things that needed to be developed.

It is important that staff know the people they are supporting well, so that they can receive a responsive service. When we spoke with staff they demonstrated a very detailed knowledge of the people they were supporting. They were able to tell us how people liked to receive their support, their likes and dislikes and how to keep people safe.

We were pleased to see that the personal plans of people living in the sheltered accommodation part of the service were very well organised, detailed and described the level of support individuals needed. There was consistency throughout this part of the service, this meant that people could be confident that even when staff had come from another part of the service, they would be able to easily see the care and support people needed. In other areas of the service plans were not up to date, however we could see that staff were working hard to update information to make sure that people would receive consistent care and support that was right for them.

People should expect to be involved in planning and reviewing their care and support. This is so they feel included, valued and respected. Care reviews were generally up to date and recorded well with people or their representatives being involved as far as they were able. Some reviews were more detailed than others and goals were not always being set for people or progress noted. It was clear that staff would benefit from further training around setting goals for people.

People were being supported to take part in a variety of activities such as attending groups at community centres, sheltered work places, day services and social gatherings. As a result they felt valued, included and connected to their local community.

The provider was working well with multi-disciplinary teams to ensure that people's health needs were being met. We saw that people were being supported to attend health screening appointments and that staff had a good knowledge of people's health history and current needs. This contributed positively to people's overall feelings of well-being.

The provider had robust policies and procedures in place around recruitment of staff, managing finances and improving services. We saw that overall these procedures were being followed. We were confident from the documentation we saw, the provider was following best practice for safer recruitment. Some areas had very good improvement plans while others were working towards this. This contributed to people having confidence in the service that they could receive.

## What the service could do better

We felt that the quality of care and support was not consistent throughout the service. We saw that some people received a very good service while others care and support fell below what people should expect.

Some people were being supported to have their medications in the way it had been prescribed. That is that the medication was supplied in a blister pack by their pharmacy. However we saw that people who had been identified as requiring to be prompted to have their medication were in fact having it administered to them by staff. Good practice for staff administering medication would be that it is supplied in the original packaging. We were concerned to learn that in one part of the service staff were cutting part of the pack and leaving it in a

bowl for the person to take later as their support would not be happening at the time that the medication was due. This was recognised by the manager as poor practice and was stopped immediately. **(Recommendation 1)**

All registered care services are required to notify the regulatory body (Care Inspectorate) of certain changes, events and incidents, this is to promote quality and safety for people using the service. We found that in some parts of the service, they had failed to notify us of at least two separate incidents where people's safety had been compromised. We reminded the provider of the importance of this at our inspection and advised that we will monitor compliance.

It is important that people can be confident that they will receive the care and support that they have been assessed as requiring. We saw that on one occasion people had not received the support that they required and the service only became aware of this the next day. This meant that people's health and wellbeing was compromised. We felt that the service should adopt a robust system to monitor when and where care is being delivered so that they can be alerted to missed or late calls. **(Recommendation 2)**

While we could see that staff were in frequent communication with their managers, some areas of the service did not have adequate arrangements in place for formal supervision and support for staff. It is important for the improvement of quality and safety for people using the service that staff are provided with effective, regular supervision to support them to develop and improve through reflective practice. **(Recommendation 3)**

The service supported 378 people, however, 350 of these only received a warden service within the sheltered housing complex. The manager agreed that this style of housing support did not fit in well with the more flexible and intensive support they provided to the other 27 people. The manager had begun the process of registering a new service last year that will specifically provide housing support to people in sheltered housing complexes, however this process was still not completed. The manager has advised that they will endeavour to complete this process this year.

We evaluated the service as performing at a good level. That is to say that there were a number of important strengths which, taken together outweigh areas for improvement. The strengths will have a significant positive impact on people's experiences and outcomes, however improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are positive as possible.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 3

1. The provider shall ensure that all staff are familiar with and follow best practice in relation to administration of medication. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that "I receive high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)
2. The provider should put in place a robust system to ensure that people are receiving the support they require, at the agreed time and to alert them when this has not happened. This is to ensure that care and support is

consistent with the Health and Social Care Standards (HSCS), which state that " My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HCSS 4.14)

3. This is to ensure that care and support is consistent with the Scottish Social Services Council, Codes of Practice for Social Services Workers and Employers (2.2) Which states that "You will effectively manage and supervise social services workers to promote best practice and good conduct and support staff to continuously improve their performance and make sure they are fit to practice".

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings
14 Jun 2018	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>5 - Very good</div> <div>Not assessed</div> <div>Not assessed</div>

Date	Type	Gradings	
		Management and leadership	4 - Good
17 May 2017	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 Jun 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Jun 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Apr 2014	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
3 May 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 May 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Jun 2011	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
5 Nov 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
12 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 5 - Very good
20 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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