

Cornerstone Castlecraigs Court Housing Support Service

Glasgow Street
Ardrossan
KA22 8EP

Telephone: 01294 603156

Type of inspection:

Unannounced

Completed on:

19 September 2019

Service provided by:

Cornerstone Community Care

Service provider number:

SP2003000013

Service no:

CS2013320780

About the service

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

The service was registered with the Care Inspectorate on 9 April 2014.

Castlecraigs Court is a housing support service, provided by Cornerstone. It operates 24 hours a day, 365 days per year with management on call for emergency situations. Service users are supported within their own tenancies, with a sensitive level of security in the town of Ardrossan, North Ayrshire.

What people told us

During the course of the inspection, we met with four people using the service both within the service office and in their own homes within Castlecraigs Court.

The feedback received from those experiencing care was extremely positive, with all being ready and eager to describe the ways in which the service has contributed to the increase in feelings of improved self-worth and the instilling of a determination to make a better life for themselves.

We sent 10 care standards questionnaires to the service for people using the service, receiving eight completed in return. Some of these were completed by family members on behalf of those receiving support.

Comments received included:

"I am building up my confidence living here, I am getting there."

"The service is good."

"I love living here as it provides a safe environment."

"I have complete trust in the management and the rest of the staff to provide a safe and caring environment for XXX to focus on his recuperation from health issues.!"

Self assessment

No self-assessment was requested of the service. We examined the service's work on development and improvement through the 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	6 - Excellent

What the service does well

Throughout our time spent in Castlecraigs Court, we noted the excellent working relationships which have been developed over time between the service and external agencies, such as local authority commissioning teams and the health and social care partnerships.

We have learned of the ways in which people who experience care and are new to the service have been supported through what can often be a challenging time. This is done by ensuring regular and meaningful communication, enabling smooth transitioning from one service to another.

This is supported by thorough person-centred preparations and a responsive approach to staffing to meet ever changing needs.

Through our examinations of several care plans, we noted clear evidence of those using the service being continuously involved in the development of their own packages of care.

This included setting their own agenda for review meetings, deciding upon their own action plans to include targeted achievements and, in some instances, writing their own care plans to be used throughout the course of their year.

People experiencing care that we spoke with confirmed that the information held within their plans was an accurate reflection of their lives, providing staff with the most up to date information required to ensure that the support delivered was relevant to their needs.

Individual outcomes for those using the service were noted as being excellent during the inspection. These include service users being able to connect with and participate in the wedding celebrations of family members, developing new independent skills and leading a team of staff to plan for one's own first international holiday.

The progress of individual outcomes is easily tracked through care plans, where information is regularly added to ensure the reader has a detailed knowledge of how each one is shaping up.

Ahead of everyone's statutory six-monthly review, a multi-disciplinary approach is taken to ensure that all interested parties can feed into the discussion on how well an individual is progressing. Detailed action plans come at the end of the review to ensure that measurable outcomes for individuals are stated and can be tracked.

The information found in reviews is collated on the back of the monthly reports for ease of access and continued monitoring.

Quality assurance is a regular feature within all plans, with a range of examples of where checks have been carried out and the staff responsible, ensuring that any and all necessary amendments are completed.

A medication best practice framework has been developed by the management, aimed at providing the most up to date and person-centred guidance to the staff. Based on the ideals provided within publications such as SSSC Safe Administration of Medications and the Health and Social Care Standards, it provides staff with a detailed approach to all eventualities within this essential support area, as well as providing further regular opportunities for quality assurance.

Areas for improvement identified at the last inspection have been well established by this latest visit including regular observational monitoring of staff practice and reflective practice after training, thus preparing all staff for the responsibilities of being a registered worker with the SSSC.

The service gained excellent public recognition in the local area over the last year with the organisation and running of a very successful 'Strictly Summer Ball'. The aim of this event was to raise awareness of the work being done within the service and, in turn, raise much needed funds which the people who are experiencing care can benefit from.

Not only was the event a great success in fund raising terms, it also allowed service users to fulfil lifelong ambitions of being able to get up on stage in front of a crowd and play live music.

The service hope to maintain this as an annual event with the involvement of all using and working in the service as a means of celebrating all that is good about Cornerstone Castlecraigs Court.

What the service could do better

Work continues within the service to 'upskill' its staff team in line with the move within the provider towards Local Cornerstone teams.

Positive steps are being taken on a regular basis to ensure that staff are able to voice their opinions on areas in which they feel they could improve in their knowledge and practice, thus also adding to the level of support provided to people experiencing support,

Staff we spoke with regarding this project told us about being both eager and apprehensive about the prospect of developing their own skills as many felt it was uncharted territory for them. However, the benefit personally and to the individuals in receipt of support would make the effort worthwhile.

The service's own development plan demonstrates the commitment to continuous improvement across the board and has been devised alongside such documents as Charter for Involvement, Cornerstone's own strategic plan and recent Care Inspectorate reports.

The service, as a whole, is focusing on areas such as, but not limited to:

- continuous development of existing care plans;
- improving the training available to staff; and
- improving service user engagement with health professionals.

We will continue to monitor the progress made in these areas through regular discussions with the service throughout the year and at the next inspection.

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.

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								
20 Jul 2018	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
9 May 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
13 Jun 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
21 Apr 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	4 - Good									
Management and leadership	4 - Good									

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.