

## Cornerstone Aberdeen North Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

28 November 2019

**Service provided by:**

Cornerstone Community Care

**Service provider number:**

SP2003000013

**Service no:**

CS2003000216

## About the service

Cornerstone Aberdeen North is a care home registered to provide a service to a maximum of four adults with learning disabilities. The provider is Cornerstone Community Care, which is a large voluntary sector organisation providing services across much of Scotland. The service has been operating since 1997 and registered with the Care Inspectorate when it was formed in 2011.

The service is based in a large family-type house, with the accommodation on one level. There is a lounge, dining area, kitchen, two shower-rooms, office accommodation used for staff sleepovers and four bedrooms. It is located in Kingswells, which is a small town close to Aberdeen, with some community facilities and good bus links to Aberdeen.

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".

At the time of the inspection the service was fully occupied.

## What people told us

We spent a lot of time in the lounge speaking to people and gaining their views. On the whole people were happy living in the service. However, they shared some concerns with us that we then further investigated. People told us that staff were kind to them and helped them with their day-to-day needs. They also told us they lacked things to do, they were bored and they were unsettled by the amount of staff changes. One person told us she wanted to leave and live somewhere else. The service is working hard to address people's concerns.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	3 - Adequate
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

## 3 - Adequate

The service was graded as adequate. This is because although there were some strengths, the areas for development significantly reduced people's positive experiences and outcomes.

The service had experienced a large turnover of staff and management in the last year and this had caused people to feel unsettled. The new management and staff team had already identified the issues outlined in this report and were working hard to resolve them.

The Health and Social Care Standards state that people should have their needs met by the right number of staff. We could see that staff worked very hard to meet people's needs. Staff were kind, patient and showed a genuine warmth and empathy towards people. However, people's needs had increased and they required more support. Although staff were still able to meet people's basic physical care needs, for example, help with washing, dressing and medication, staff didn't have the time to support people to engage in meaningful activities, both within and outside of the home. This had a negative impact on people's wellbeing and mental health and increased the tensions between housemates. The lack of activities and associated boredom had a clear impact on the mental health and wellbeing of one person in particular and increased her distressed behaviours. **(Please see requirement one.)**

Staff were quick to react to changes in people's health and ensured people were referred on to the correct health care professionals. We could see that staff followed medical practitioners' advice and guidance and reacted quickly to changes in medication. This helped people to stay safe and well.

People should be able to choose healthy meals and snacks, including fresh fruit and vegetables, according to the Health and Social Care Standards. Although a significant amount of work had been done to increase the nutritional value of meals, including home cooking more meals, there was still some way to go. We found the menu plan for the week of our inspection only offered fresh fruit and vegetables three to four times that week and included more calorific food, when most of the ladies were trying to lose weight for health purposes. Plus we could see from people's support plans and from what they told us, they would prefer to have healthier options. **(Please see area for improvement 1.)**

### Requirements

1. The provider must ensure that there are sufficient numbers of staff to meet people's health, welfare and social care needs by **1 February 2020**.

**This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'My needs are met by the right number of people' (HSCS 3.15) and in order to comply with Regulation 15(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.**

### Areas for improvement

1. The provider should review weekly menu plans and ensure that they offer a range of fresh fruit and vegetables.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning'. (HSCS, 1.33)**

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

### 3 - Adequate

The service was graded as adequate. This is because although there were some strengths, the areas for development reduced people's positive experiences and outcomes.

People were supported to participate in the planning of their care and three of the four people had up to date reviews with the service and funding authority. Although the reviews demonstrated that people had been consulted, they did not address people's lack of meaningful activities or the increase in their care needs, which meant they required additional support and staffing. This was disappointing and does not reflect the Health and Social Care Standards, 2017. The management team told us they had been trying to address the lack of resources with the funding authority. **(Please see requirement 1 in 'How well do we support people's wellbeing')**

Staff had recently undergone person-centred support plan training and were keen to start updating people's support plans to reflect this. We found the current support plans provided good information in terms of people's personalities, likes and dislikes and routines. However, the support plans lacked people's life stories and histories. This information can be very helpful as it gives staff an understanding of people and their backgrounds. It can help staff appreciate why people behave the way they do and why certain things make them happy or distressed. We also found that some plans did not include all of people's needs. For example some people had specific behaviours when they became distressed. It would be good to have a proactive plan in place to help staff support them consistently.

The service was good at supporting people to keep financial records and receipts for their expenditure. This helped to keep people's finances safe and ensured that people had sufficient money to pay their bills. However, some people would benefit from having their income reviewed and if possible maximised, as they didn't seem to be receiving all that they were entitled to.

We saw that staff treated people kindly, with respect and warmth. However, staff need reminding to use respectful and dignified language when recording in people's daily notes. This will help promote person-centred, respectful relationships between staff and the people they support. This had already been identified by the service as part of their improvement plan and was in the process of being addressed.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	3 - Adequate
1.3 People's health benefits from their care and support	3 - Adequate
How well is our care and support planned?	3 - Adequate
5.1 Assessment and care planning reflects people's planning needs and wishes	3 - Adequate

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