

Cornerstone Baxter View Housing Support Service

43 Garshake Road
Dumbarton
G82 3AE

Telephone: 01389 743220

Type of inspection:

Unannounced

Completed on:

18 February 2020

Service provided by:

Cornerstone Community Care

Service provider number:

SP2003000013

Service no:

CS2014325265

About the service

Cornerstone Baxter View is registered with the Care Inspectorate to provide housing support and care at home to tenants over 18 years with learning disabilities, autism or acquired brain injury living in their own homes.

The provider of the service is Cornerstone Community Care, a national organisation, which is a registered Scottish charity. The head office is in Aberdeen.

Cornerstone Baxter View operates from an office base in Dumbarton. The office base is adjoined onto people's houses. Eight people were using the service at the time of the inspection.

People using the service have access to 24 hour support with wakened night staff and on call arrangements are in place.

The aim of the service is stated as being "to enable people we support to enjoy a valued life".

What people told us

We met with six people who used the service, and spoke with two relatives. Unfortunately we did not receive any responses to our questionnaires that we send out prior to the inspection.

People told us they liked living at Baxter View and they thought the staff were brilliant. One person told us; 'staff are the best'. We saw that people were relaxed and happy around staff. Some people told us about the activities they took part in and how much they enjoyed them. We saw from photographs that people enjoyed a wide range of activities that suited them.

One relative told us; 'Baxter View is a great service that meets (my relatives) needs. They (staff) make things better, (my relative) is safe and well'. Another relative told us their relative liked the service, but they felt they could get out more.

Self assessment

We looked at the services development plan and found this was being implemented to make improvements to the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

People experienced care and support that was outstanding. The approach used by staff was very much person led. People had a voice and were listened to, they were included and involved in all decisions.

Staff were warm, kind and caring and displayed compassion for the people they supported. We observed that positive relationships had been established. People and staff had a laugh and shared a joke. People felt safe and had confidence in staff. People were supported by staff who had very positive attitudes.

We found that staff had worked well with people to improve well-being. For example, we saw how staff had encouraged and enabled someone to use different forms of public transport. This was at a pace that the person could manage. This positive experience meant that the person enjoyed a more meaningful life and had widened their social experience. People were involved in lots of different activities that improved their health and their well-being, such as swimming, walking football, and a sponsored walk. One person was involved in voluntary work which they thoroughly enjoyed.

We saw how staff worked with the person to encourage positive relationships with their families. Staff looked at different approaches to make things work. For example, organising transport to take people to see their relatives or people inviting their relatives to visit them.

Monthly personal planning meetings were held for each person to discuss their care and support needs. People were involved in the meeting so they could have a say. Staff very much enabled the person to be included. This ensured excellent communication and that people's support was right for them.

People's health needs were met well. We saw how staff had encouraged healthy eating and exercise, one person had lost a considerable amount of weight which meant they were much fitter and able to take part in an exercise programme.

We found that medication was reviewed regularly to ensure it was effective and appropriate. One person who had their medication reduced had improved communication, which had a positive outcome in that they were able to communicate more readily and make their views known.

Regular health screening took place and staff encouraged people to take part. There was some excellent work done through the use of social stories to support a person to attend for a hospital procedure and stay overnight. This meant the person was enabled and supported by staff to have the procedure carried out, which had a positive impact on their health.

The personal plans were very detailed and were very person centred. It was clear from the plans the type of support needed to ensure the person had excellent care.

There was innovative practice to introduce digital personal plans. People were very much involved in the process, for example, people were involved in making short video clips about the support they needed, which was fun for people and informative.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of staffing

Findings from the inspection

People were supported by staff who had excellent values. Staff we spoke to without exception were all very positive about their role. They spoke about people with true affection and feeling. For example, 'we are like a family', 'its not just a job', 'love it', 'good fun'. They felt the continuity of staff made a difference. Staff were all very knowledgeable about the people they supported.

Staff told us that they felt very supported in their work, from senior staff and from each other, one staff member commented its 'absolutely fantastic'. They described how 'they pull together' as a team. There was a very positive atmosphere with the staff group and this had a positive impact on the people in their care.

There were excellent systems in place to support new staff with induction. There were shadowing opportunities that continued until staff were competent to practice. A new digital induction process was being developed which involved people from the service.

Direct observations of staff practice were carried out to cover areas such as, medication, personal care, activities and outings. This meant that staff were assessed to ensure they were skilled practitioners.

Various systems, both formal and informal, were in place to support staff. These included, 'catch up', 1-2-1 supervision and informal discussions. A digital 'teams' approach had been introduced so that communication could be improved and be more accessible for staff.

Training was in place for all staff which consisted of eLearning and face to face learning. Training was person led. For example, staff had received trauma training so that they had a better understanding of people's experiences and behaviours. Input from other professionals was utilised to ensure staff had professional support.

Team meetings were innovative and interactive. We saw how issues were discussed to improve practice, such as, writing good quality records. There had been very good discussion on abuse, following an abuse scandal to raise awareness amongst staff. Staff felt the training benefitted them in their practice. Staff knowledge helps to keep people safe.

Professionals we spoke to commented that the service was 'remarkable' and 'a fantastic service'. They told us that the service was very person centred and staff were very good at reflecting on practice to make improvements.

Our findings from this inspection highlighted that Baxter View was an excellent service that others could learn from to improve the lives of people who need care and support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of management and leadership

This quality theme was not assessed.

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.

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	
15 Feb 2019	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 6 - Excellent
27 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
21 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed 5 - Very good
13 Jan 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good

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