

## 6 School Park Care Home Service

Strichen  
Fraserburgh  
AB43 6RZ

Telephone: 01771 637 979

**Type of inspection:**  
Unannounced

**Completed on:**  
14 November 2025

**Service provided by:**  
Cornerstone Community Care

**Service provider number:**  
SP2003000013

**Service no:**  
CS2003000270

## About the service

6 School Park is a care home for adults with learning disabilities and complex needs. The service is provided by Cornerstone. The service can provide care and support to a maximum of five adults with a learning disability.

6 School Park is a detached, purpose-built modern bungalow situated in a quiet residential area in the village of Strichen, Aberdeenshire. There is an accessible garden on site.

At the time of the inspection the service was supporting five people.

## About the inspection

This was an unannounced inspection which took place between 11 and 13 November 2025 . The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with five people using the service and five of their family and welfare guardians
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals
- reviewed feedback from 25 surveys returned to us

## Key messages

- People benefitted from gentle and caring relationships with staff that enriched their daily lives.
- Staff demonstrated great skill when communicating with people and had a clear understanding of people's needs.
- People appeared to enjoy their meals, but the service should improve recordings of how much people drink.
- The provider should ensure that medication care plans are reviewed, to ensure that people get all medications at the right time.
- The service should review people's activity programmes to ensure that people benefit from regular, stimulating activities.
- Staff demonstrated kindness and care when supporting people's needs, however staff shortages disrupted people's preferred routines.
- The home was kept clean and adapted to meet people's needs, however the provider should ensure appropriate cleaning products are used.

## 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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good

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

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

4 - Good

We evaluated this key question as good, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People were treated with great kindness and genuine warmth. Staff interactions with people were positive. Staff spoke softly to people; gently held their hands and took time to ensure people were comfortable. People benefitted from gentle and caring relationships with staff that enriched their daily lives.

Staff took time and care to support people's appearance and personal hygiene. People appeared clean and well presented. One person was very happy with their painted nails. Continence needs were managed effectively, and respectfully, ensuring people were comfortable throughout the day. People were enabled to look and feel their best.

People had detailed communication care plans, which allowed staff and people to understand each other. Staff knew, when a person made certain sounds, what that sound meant. On one occasion a person communicated with staff, and the staff member knew that they were hungry. Staff demonstrated great skill when communicating with people and had a clear understanding of people's needs.

The service made efforts to ensure people had busy lives. We observed people enjoy music and exercise, and records detailed that people enjoyed swimming and trips to local parks. However, due to staffing difficulties, outdoor activities were often cancelled. All welfare guardians, and one professional, told us that activities should be improved. The service should review people's activity programmes to ensure that people benefit from regular, stimulating activities. We will review this at future inspections.

People were supported to access healthcare such as the GP, nurse, dentist, and podiatrist. Staff supported people, in consultation with welfare guardians, to participate in preventative health screening, such as bowel health tests. Welfare guardians and professionals consistently praised the service for supporting good health. One professional told us "Our observations have always been positive. They provide first class holistic care and support to the clients in their care". Staff followed professional guidance within care plans, such as epilepsy care plans, to keep people safe. People were supported to maintain good general health.

People appeared to enjoy their meals, and snacks were made available to people. Food smelled appetising and the menu was varied. Staff were knowledgeable about people's speech and language therapy (SALT) guidance, meaning people with swallowing difficulties were supported with food and drink that met their needs. One welfare guardian told us they were working with the service to alter a person's diet to improve their health, by increasing fresh fruit and veg in their diet. People were offered drinks regularly and staff monitored people's fluid intakes to ensure they remained hydrated. However, record keeping needed to improve. Leaders assured us that they will increase oversight of people's fluid intake records to ensure people are offered enough to drink. We will review this at future inspections.

People received regular medication at the right time, and there were few medication errors. Some medications were not stored appropriately, however leaders took immediate action to resolve this, resulting in safer storage of medication. However, "as required" medication did not have accurate care plans, meaning staff may not know when to offer these medications. Staff did not record the outcome of giving "as required" medication, meaning its effectiveness could not be monitored. Care plans, that should detail the level of support required, were not in place, which could result in the incorrect amount of support being offered. We were assured that the provider has recently reviewed its medication procedure, and the service has begun to make changes to medication practices. This should result in clear medication plans, recordings and assessments. (See area for improvement 1)

People needed support to make decisions and had welfare guardians. Staff knew when a person had a welfare guardian, and guardians told us that they felt involved and were contacted regularly. However, care plans did not contain details about decisions that people or staff could make. These delegated powers should be recorded to ensure it is clear when people can make their own decisions, when staff can support people to make decisions and decisions that are reserved only for the welfare guardian. The provider and local authority agreed to work with guardians to ensure a clear delegation plan was made for each person. We will review this at future inspections.

### Areas for improvement

1. To ensure people receive all medications, with the correct level of care and support, the provider should review the services medication procedures. To do this the provider should ensure that "as required" medications have clear care plans and recordings; and that people have their level of capability assessed for administration of medications. This should result in medication being administered at the right time, with the right level of support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: "Any treatment or intervention that I experience is safe and effective." (HSCS 1.24)

### How good is our staff team?

#### 4 - Good

We evaluated this key question as good, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Staff were highly attuned to people's individual needs and consistently demonstrated kindness and care. Staff did not appear rushed, and had time to spend with people. Staff brought a sense of fun to activities in the home, such as enthusiastically joining in with music or exercise sessions. People were supported with patience and care.

Staff worked together effectively and communicated well, using handovers and task prompt sheets to ensure everyone understood their responsibilities for the day. Staff had a flexible approach, and we saw staff discuss changes to the day's routine, to ensure that people's needs continued to be met. Both people and staff benefitted from a positive atmosphere, and staff adapted to situations to keep people safe and comfortable.

Leaders aimed to match staff to people's preferences, by providing staff who could drive, or could swim, for outings. This had a positive impact on people's wellbeing. However, despite efforts to minimise disruption by using agency staff, staff shortages often led to missed or compromised activities. The provider assured us they would continue to recruit new staff and review the allocation of agency staff, to ensure all people have good experiences. We will review this at future inspections.

New staff benefitted from an induction, including shadow shifts, allowing new staff to get to know people's routines. Leaders assured staff competency in areas like medication and eating and swallowing. Most staff reported that they felt supported, with one staff member telling us "The team here have been really supportive, very willing to help me out. Everyone's priority is the people here". People were kept safe by a sufficiently skilled and supported staff team.

Leaders were available, on site, during the week. There was an on-call system in place should additional support be needed. However, leaders were not regularly on site at weekends. This could result in poorer oversight of people's experiences out with office hours. The provider should consider how they ensure the quality of care and support is consistent at all times. We will review this at future inspections.

## How good is our setting?

### 4 - Good

We evaluated this key question as good, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People appeared relaxed in their home. Most families felt the home was comfortable and homely. One relative said "It is just as good as their own home. You wouldn't know it's a care home. The whole place is so good". The home was warm throughout. Temperatures could be adjusted, and staff were aware of people's preferences for bedroom temperature, resulting in a comfortable space for all people. The service was decorated to a good standard with bedrooms decorated to people's individual taste. Personal touches through out the home, like colourful wall murals outside bedroom doors, reflected people's individuality and choice.

The home was adapted to meet people's needs with wide doors and equipment to allow people to move with ease. Where able, people could move around the building freely. A recently installed hoist in the living area had enhanced people's lives. This allowed people, who required wheelchairs, to move with more ease. People had access to the equipment they needed to live well.

The grounds were well maintained with a bright and accessible garden. Records indicated that people were supported to use this space frequently, including use of a wheelchair accessible swing. People enjoyed their garden.

People benefitted from plenty of natural light in communal areas, with large windows overlooking the garden. Halls were well lit, however at night the kitchen and dining space were poorly lit. This could cause difficulty for people with visual impairments and increase the likelihood of falls. We have advised leaders to carry out an audit of lighting, at different times of the day, to ensure this consistently meets people's needs. We will review this at future inspections.

All necessary health and safety checks had been completed, including gas, electricity and water checks. The service was praised by external fire safety auditors for having very good oversight of fire safety. Leaders kept detailed records when they raised issues for repair, to ensure these were completed timeously. People lived in a safe and well-maintained environment.

The home was free from any unpleasant odours. Staff kept the service clean, and it was maintained to a homely standard. Cleaning records were detailed and completed regularly. However, less frequently cleaned areas were occasionally missed. Cleaning products were not always stored safely, and ineffective products were used in sanitary areas, which could result in the spread of infection. Leaders should ensure that national best practice guidance is followed for cleaning, to ensure people remain safe. (See area for improvement 1)

### Areas for improvement

1. To ensure that people live in a safe environment, the provider should ensure cleaning products used meet best practice guidance and are stored safely.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is secure and safe." (HSCS 5.19)

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good



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