

Cornerstone Aberdeen South Housing Support Service

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Type of inspection:
Unannounced

Completed on:
4 November 2025

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2015343108

About the service

Cornerstone Aberdeen South is a housing support and care at home service providing care to adults with a learning disability. The provider is Cornerstone Community Care, a large voluntary organisation and registered charity, which provides care services across much of Scotland.

At the time of inspection the service was supporting five people in their own homes (two houses shared with small groups of people).

About the inspection

This was an unannounced inspection which took place on 29 October 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 one person using the service.
- Spoke with three staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- The medication was not being administered and recorded correctly.

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

Requirements

Requirement 1

By 3 October 2025, the provider must ensure people's wellbeing is supported through good practice in all areas of administration, recording and storage of medications.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This is to ensure that care and support is consistent with Aberdeen City Health & Social Care Partnership (ACHSCP) Medication Support Service Guidance for Adult Services Version 3 (April 2017).

This requirement was made on 11 September 2025.

Action taken on previous requirement

People's wellbeing was not supported through consistently good practice in all areas of administration, recording and storage of medications.

The service had submitted three notifications of medication errors to the Care Inspectorate since 3 October 2025.

The service's own audits were showing errors that had occurred on 18 and 19 October 2025.

The medication that was checked during inspection showed errors in relation to:

- Daily temperature checks.
- The medication list not up to date.
- Errors on the Medication Administration and Recording sheet (MARS).
- Hand written instructions that do not directly mirror the printed pharmacy guidelines, poor recording of medication that was prescribed for 'as required.'

There was a good instance of recording when something out of the ordinary had happened, with a clear explanation of what and why.

The sheets for medication people took with them when leaving and returning to the house were well completed.

The service had recently put measures in place to bring the medication practice up to standard. These included:

- A new medication policy and process.
- Training for the staff team in culture and accountability.
- A lead practitioner recently joined the staff team and will focus on being present with staff, role modelling and guiding good practice.

The requirement has not been met. The timescale for this requirement was extended to 9 January 2026.

Not met

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

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