

Cornerstone North Lanarkshire 1 Housing Support Service

Cornerstone North Lanarkshire
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Type of inspection:
Unannounced

Completed on:
31 October 2025

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2023000167

About the service

Cornerstone North Lanarkshire Supported Living 1 provides Care at Home and Housing Support services to adults with a range of needs including learning disabilities, autism, complex care, and lifelong health conditions across North Lanarkshire.

The service provides flexible packages of care and support to meet people's needs. Care was provided in people's own homes and within the local and wider community.

The branch office is in Airdrie and at the time of inspection the service was supporting 20 people.

About the inspection

This was an unannounced inspection which took place on 28 - 30 October 2025 between 09:30 and 16:30. 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 six people using the service and two family members
- obtained feedback via pre inspection surveys from eight people using the service
- spoke with eight staff and the management team
- obtained feedback via pre inspection surveys from three staff
- spoke with one visiting professional
- observed practice and daily life
- reviewed documents.

Key messages

- People were treated with respect and kindness, which contributed to positive experiences.
- Staff knew people very well which allowed them to be responsive to their needs.
- People and their families were positive about the care and support provided.

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?	5 - Very Good
How good is our staff team?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People experienced warmth, kindness, and compassion in how they were supported and cared for. The service was very good at ensuring people-maintained relationships with those important to them. People and their families told us my relative is "Well supported and we are delighted" , " Staff are good at understanding my relative and their needs. Attending medical appointment, make sure they cared for." And "Staff know what support I need, I'm very happy with my support"

Care plans were detailed and tailored to the individual. They were regularly reviewed and people being supported and their relatives were encouraged to actively participate in the review process. People and their relatives were particularly happy with the care and support. People told us, " I have set things to do daily - I'm encouraged to do things." "Good communication between staff and me. The worker understands my relative and their needs. "

People knew the staff team well, there were strong and positive relationships, and respectful interactions between people being supported and the staff. Time was taken by care staff during support and care to promote dignity and self-esteem.

A visiting professional told us, " They ensure the persons voice is heard and reviews are a two-way conversation.

Staff clearly knew people well and the areas of care and support they were due to deliver. A relative said, " The Support worker picks up on issues, well before most would and was able to get them to hospital."

For those requiring support with medication staff were confident in how to administer medication with accurate records kept. Where people received financial support this was completed appropriately with relevant checks and balances.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff understood their roles and responded flexibly to peoples changing needs. This ensured people's care and support was consistent and stable. Staff told us they were happy in their roles and supported by their management team. They valued their training and supervision and appreciated team meetings.

People using the service and staff benefited from a warm atmosphere because there were good working relationships. We saw effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Staff were confident in building positive interactions and relationships with people.

The service had a comprehensive training programme in place which provided a good level of knowledge and skill to support positive outcomes for people. Staff were confident and knowledgeable about their

responsibilities to ensure people were supported effectively.

We found people were supported in a calm and respectful manner, interactions between staff and individuals were positive and person-centred. Staffing arrangements were appropriately aligned with service needs. The right number of staff with the right skills were working at the right times to support people's outcomes. This enabled staff to deliver care and support with compassion which contributed to positive outcomes for people.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support people's health and well-being the provider should improve medication audits and the number of medication errors.

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state that 'My care and support meets my needs and is right for me' (HSCS 1.19)

This area for improvement was made on 4 July 2024.

Action taken since then

There were effective medication audit systems in place to monitor medication practices. The management team had oversight of medication errors with actions identified to reduce risk of recurrence. There were processes to ensure staff had the necessary skills and competency to administer medication in line with prescribers instruction. This included training and observations of practice.

This area for improvement has been met.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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