

Cornerstone NLCS Airdrie & Coatbridge Housing Support Service

Cornerstone North Lanarkshire
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Type of inspection:
Unannounced

Completed on:
27 January 2026

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2022000310

About the service

Cornerstone NLCS Airdrie & Coatbridge 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 19 people.

About the inspection

This was an unannounced inspection which took place on 26 and 27 January 2026. 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:

- met with four people using the service and spoke with four of their families. We also received eight pre-inspection surveys
- spoke with staff and management and received 19 pre-inspection surveys
- observed practice and daily life
- reviewed documents.

Key messages

- People being supported and their families were very happy with the care and support, except one family.
- People benefitted from a consistent core group of support practitioners.
- Care plans had a very good level of detail to guide staff on how best to care and support for each person.
- People were enabled to have control of their own health and wellbeing during their support time as they were involved on how and where to spend this.
- People using the service and staff benefitted from a warm atmosphere because there were good working relationships.
- Staff were confident in building positive interactions and relationships with people.

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.

We visited four people receiving support, made telephone calls with four families and received eight pre-inspection surveys. All, bar one family, were very happy with the service. Comments we received included: "Cornerstone always looks out for the best interests of my relative," "Anything we ask for they accommodate," "All is good at the moment," "They're very supportive of both my relative and me," and "The care we have is excellent."

People benefitted from a consistent core group of support practitioners and the service factored in shadow time before introducing anyone new to ensure that they were a good fit.

People benefitted from consistent days and times, and families told us that they try their best to accommodate any requests, including for respite.

Care plans sampled had a very good level of detail to guide staff on how best to care and support each person. People and their families told us that they were fully involved in devising and reviewing these to ensure that there was a spirit of partnership.

People benefitted from a comprehensive holistic health assessment, screening and care and support, based on good practice and evidence-based guidance.

People were enabled to have control of their own health and wellbeing during their support time as they were involved on how and where to spend this. Many enjoyed swimming, walks, train trips and opportunities to meet up with friends.

How good is our staff team?

5 - Very Good

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

We received positive feedback about the support practitioners, lead practitioners and registered manager. People explained, "I have confidence in the staff," "We have built up a good relationship with all staff," "I could speak to any staff about any issues and know that it would be welcomed," and "I'm really involved in interviews for new staff for my child."

Staff were very positive about working at the service, they felt very well supported and spoke of very good team working.

Staffing arrangements for the service were determined by a process of continuous assessment. This included scheduling that took account of the importance of matching staff to people, along with considerations of compatibility and continuity.

Feedback from all parties contributes to how scheduling arrangements were planned. This included how

best to deploy staff to support people's preferences for when their support was provided and good continuity of care.

People using the service and staff benefitted from a warm atmosphere because there were good working relationships. There was 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.

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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