

# Cornerstone NLCS Cumbernauld Housing Support Service

Cornerstone North Lanarkshire  
12-18 Hallcraig St  
Airdrie  
ML6 6BN

Telephone: 01236918800

**Type of inspection:**  
Unannounced

**Completed on:**  
29 January 2026

**Service provided by:**  
Cornerstone Community Care

**Service provider number:**  
SP2003000013

**Service no:**  
CS2022000308

## About the service

Cornerstone NLCS Cumbernauld 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 care 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 13 people.

## About the inspection

This was an unannounced inspection which took place on 20 - 22 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 three people using the service and spoke with four of their families. We also received six pre-inspection surveys
- spoke with staff and management and received 16 pre-inspection surveys
- observed practice and daily life
- reviewed documents
- obtained feedback from three external professionals.

## Key messages

- People being supported and their families were very happy with the care and support.
- 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 very 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 met with three people receiving support, made telephone calls with four families and received six pre inspection surveys. Everyone was very happy with the service. Comments we received included: "I get on very well with the staff. They are always very kind to me and respectful. I look forward to going out with them", "They know my child so well. They take them out for a different activity every day. Feel one of the lucky ones to have this support", "It's all going really well", "Things are ticking along nicely" and "It runs perfectly".

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 how much they appreciate this, especially where routines were key to maintaining their wellbeing.

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 benefit 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 enjoying mini-golf, bowling, local walks 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, "They try to keep consistency of staff, days and times and routine as that's important to my relative", "Cornerstone staff are so reliable and caring", "My relative has a great rapport with staff", "My relative likes all the carers and they are so nice to them".

Staff were very positive about working at the service, they felt 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 benefit 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.

## 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 promote good outcomes and to minimise the risk of poor outcomes, the service should ensure that there are governance and oversight systems in place to identify risks through self-evaluation. This should be detailed in an improvement or action plan and used to drive improvements.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

This area for improvement was made on 23 July 2024.

#### Action taken since then

Management demonstrated a clear understanding about what was working well and what improvements were needed. They ensured that the outcomes and wishes of people who were using the service were the primary drivers for change. Leaders at all levels had a clear understanding of their role in directing and supporting improvement activities, and where to obtain support and guidance. The pace of change reflected the priority of the improvements needed.

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](http://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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

### Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

### Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is càinain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلؤں اور دیگر زبانوں میں فراہم کی جا سکتی ہے۔

ਬਿਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

**هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب**

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.