

Cornerstone NLCS Motherwell & Wishaw Housing Support Service

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

Telephone: 01236918800

Type of inspection:
Unannounced

Completed on:
27 January 2026

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2022000312

About the service

Cornerstone NLCS Motherwell and Wishaw provides Care at Home and Housing Support services to adults with a range of needs including learning disabilities, autism, complex care, and life long 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 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:

- spoke with two people using the service and four family members
- obtained feedback via pre inspection surveys from five people using the service
- spoke with five staff and the management team
- obtained feedback via pre inspection surveys from 11 staff
- Obtained feedback via pre inspection surveys from one visiting professional
- observed practice and daily life
- reviewed documents.

Key messages

- People being supported were treated with dignity and respect and benefitted from personalised care plans.
- Staff felt well supported by their management team and benefitted from robust training.
- Staff were highly thought of by people using the service and their relatives.
- People could participate in the development and social planning within the service.

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 " Staff go over and above for my relative". "Support practitioner knows my family members mood and how they are feeling."

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, ""quality of service provided by [the service] has been second to none" " There's nothing they could do better."

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. One person receiving support said, "I can be myself with the carers. Its like I've known them all my life, we are on the same wave length."

Staff clearly knew people well and the areas of care and support they were due to deliver. A relative said, [My relatives] Support Practitioner is great, they keep to my relatives routine, they are excellent." And another told us, "When their mental health deteriorates, staff are caring and ensure they have their own space."

For those requiring support with medication staff were confident in how to administer medication with accurate records kept. A relative told us "staff definitely have the skills and knowledge to support my family member. They had been unwell and recently got new medication. Staff could assist them in taking this properly."

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. Staff reflected on effective communication between staff and management, 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.

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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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