

East Dumbartonshire Services Housing Support Service

Cornerstone Community Care
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Type of inspection:
Unannounced

Completed on:
6 February 2026

Service provided by:
Cornerstone Community Care

Service provider number:
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Service no:
CS2004073005

About the service

East Dumbartonshire Services is registered to provide a 'combined' housing support and care at home service to adults with learning disabilities, acquired brain injuries and other specific requirements. The provider is Cornerstone Community Care, and is a registered charity.

The service provided flexible support tailored to individual needs, ranging from 24-hour staffed services to smaller packages of care. Support was delivered across a variety of living arrangements, including shared supported-living environments and individual tenancies, ensuring people received care in a way that suited their preferences and levels of independence.

The service had recently completed a small restructure, which involved dividing the existing provision into separate registrations under two managers. Relatives and the Care Inspectorate were appropriately notified of this change. The service was continuing to work with the Registration team to finalise the new arrangements.

At the time of inspection, the service supported 15 people with both single and mixed accommodations.

About the inspection

This was an unannounced inspection which took place on 3, 4, 5 and 6 February 2026. The inspection was carried out by two inspectors 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 four of their relatives
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced warm, consistent, and person-centred care from a stable and committed staff team.
- Staff were very well supported and confident, contributing to positive outcomes and strong continuity of care.
- Health needs were managed promptly and effectively, with good use of professional input.
- Safe systems were in place for risk management, medication, incidents, and maintenance.
- People had access to meaningful activities and community involvement, though some staffing and resource constraints limited flexibility for a few individuals.

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 consistently benefitted from warm, compassionate, and person-centred interactions with staff. The majority of the team had been employed with Cornerstone for many years, which contributed to a strong sense of continuity and enabled people to develop trusting and secure relationships. This continuity of care also extended to relatives, who expressed high levels of confidence in, and appreciation for the staff team. Relatives stated, "The staff over the years have been excellent, very caring and provide a secure home for xxx," and "The service supports xxx to live a more independent life with support."

People's healthcare needs were addressed promptly, with staff making timely referrals to professionals such as the Joint learning disability team, speech and language therapy, dental services, and occupational therapy. These referrals led to improved outcomes and quality of life.

Risk assessments were exceptionally well presented and very easy for staff to understand and follow. They give clear guidance on how to reduce risks, prevent accidents, and respond appropriately to known behaviours. The level of detail supports consistently safe practice while also recognising each person's right to make choices and take appropriate risks. This balanced approach promotes safety, independence, and positive outcomes for the people being supported.

Nutrition and hydration were given clear importance. People were supported to choose from a variety of meals that were wholesome, prepared from scratch, and tailored to their individual needs. Where people required monitoring of their food or fluid intake for health reasons, we saw evidence that this was completed consistently and recorded appropriately.

Medication administration was mostly effective, supported by the strong competency and knowledge of the staff team. Staff demonstrated confidence in following procedures, and records showed that discrepancies were limited. This provided assurance that people's healthcare needs were being met safely and consistently. Where minor issues were identified, these were addressed promptly through established quality assurance processes, helping maintain good practice and reduce the risk of future errors.

Six-monthly care reviews were carried out, which encouraged discussion under headings. They gave a clear picture of what the person had been doing and picked out the important moments in their life under each section. Pictures were used to illustrate some of the highlights of their activities. This supported a person-centred approach to the review process so people could participate. How the review was recorded was mixed. We suggested a more approach should be taken to how the last six months had impacted people's lives and highlighted the outcomes achieved stated in their care plans.

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.

Staffing arrangements supported consistently good experiences for people. Staff felt valued and well

supported in their roles, with managers actively listening to their views and offering guidance when needed. Regular supervision, appraisals, and team meetings promoted continuous development and contributed to strong staff retention. This provided people with familiar staff who understood their needs well.

Despite recent leadership changes, staff reported increased confidence and stability with the new lead practitioner. The transition was managed in a structured and consultative way, and relatives confirmed this was handled effectively.

Staffing levels were generally sufficient to meet people's needs. Where challenges existed, such as periods where two-to-one support was limited, the service was reviewing support hours to ensure resources were used more effectively. Staff worked flexibly, using core and long-standing relief staff to maintain continuity. The service did not use agency workers, which further supported consistent and safe care.

Communication systems were sufficiently effective, with regular meetings and active use of Microsoft Teams, ensuring staff were kept informed and able to discuss practice. Staff demonstrated strong skills and confidence, supported by high training compliance and recent development in areas such as autism, learning disabilities, and dementia.

Staff met regularly, and attendance remained strong. They actively reviewed actions from previous meetings and identified new priorities through discussion. Regular attendance meant that staff shared up-to-date information about individuals' needs, progress, and any changes in circumstances. This allowed the team to respond quickly and appropriately, ensuring care plans remained relevant and effective.

Leaders maintained clear oversight of staff practice through observations, and the next planned observation date was recorded to support effective monitoring. Staff used these sessions to inform their ongoing development and to strengthen the quality of practice across the service.

Rotas were generally aligned to people's routines and support needs, though some inconsistency remained across services. Overall, staffing arrangements were very good, with motivated, well-trained staff working together to deliver safe, consistent, person-centred care.

Staff meetings were taking place, with good attendance. Actions from previous meetings are followed up, and new actions are identified through discussion. An oversight of staff observations was viewed, and the next observation date was clearly recorded, demonstrating effective monitoring.

Recruitment files were sampled, and each contained all required documentation to demonstrate safe and compliant recruitment practice. A thorough induction process was also in place, with clear evidence of a structured and well-planned introduction to the service. This approach ensured that new staff developed the skills, knowledge, and confidence needed to support people effectively and to carry out their roles to a high standard.

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

The provider should ensure that people's privacy and dignity is respected. To respect people's privacy and dignity any staff records and other office documentation or office furniture should not be stored in people's homes.

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

'If I experience care and support where I live, people respect this as my home' (HSCS 3.2).

This area for improvement was made on 28 November 2024.

Action taken since then

Staff sleepover rooms had been significantly improved, shifting from an appearance more akin to office spaces within people's homes to environments that were more comfortable and homely. The addition of soft furnishings and thoughtful décor created a calmer, more restful atmosphere, also promoting a better sleeping area for staff.

This area for improvement was 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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