

18 West Park Care Home Service

Inverbervie
Montrose
DD10 0TT

Telephone: 01561 361 525

Type of inspection:
Unannounced

Completed on:
17 February 2026

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2003000278

About the service

The care home operates in a spacious domestic standard accommodation situated in a quiet residential area in the north east coastal town of Inverbervie. It provides support to four adults with a learning disability and associated conditions.

The service states that it aims to encourage people to become as independent as possible and to encourage active participation, through informed choice and by treating people as individuals.

About the inspection

This was an unannounced inspection which took place between 11 and 17 February 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 four people using the service and two of their family members
- spoke with five staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People appeared happy living in the home.
- People were supported and encouraged to participate in daily routines and activities.
- Staff were kind, caring and attentive.
- Some environmental improvements are required.
- Improvements in medication management need to be regularly reviewed to ensure they are bringing about sustained improvements for 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?	4 - Good
How good is our setting?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were supported by a staff group who were kind and caring. Support was provided at a pace suitable to people's individual needs. This meant people didn't feel rushed and were comfortable and involved in their care and support.

People were encouraged to participate in day to day routines within the home. For example, making themselves a drink or snack or helping with the housework. This helped to promote people's independence and helped to ensure they were fully involved in household routines.

People's health and wellbeing benefited from their care and support. There was good information about people's needs and any conditions that might impact on their wellbeing. People had access to a range of other professionals that helped to ensure their health and wellbeing was regularly assessed and that they could access advice or treatment when it was needed. This helped to support good health outcomes.

The provider was introducing an electronic care planning programme. Some information was recorded in paper format whilst other information was recorded within the electronic records. This made folders presented as care plans untidy with some information out of date. Staff were concerned that the new electronic format does not currently support the use of photos, pictures and symbols and therefore is less accessible for people. People should have access to their care plan in a format that is suitable and meaningful for them. The provider should consider this for improvement going forward.

People should be fully involved in reviewing their care and support and their views should be reflected in minutes and in how decisions are made. Some review minutes could not be found during this inspection. It is important to ensure that there are minutes from review meetings with actions described and that these minutes are available in an accessible format to relevant people. This will help to ensure that any actions agreed are progressed without delay and that people's views and experiences are contributing to their care and support plans.

People should be confident that they receive the support they need to manage their medication. There had been number of medication errors over the last year which had been highlighted through a recent complaint. The Provider had completed an investigation and introduced measures to reduce the risk of errors. It will be necessary for managers to maintain robust oversight to evaluate if the measures introduced are bringing about sustained improvements that are impacting positively on outcomes for people. See area for improvement 1.

People told us that communication could be improved at times, particularly when things had gone wrong, such as during medication errors. We heard that guardians had not always been notified timeously, and that required notifications had not consistently been made to relevant social workers or considered against thresholds for discussion with the adult protection network.

Reliable communication with other agencies is essential, as it helps identify areas for improvement and provides additional support for both people using the service and staff. The manager should establish clear procedures to ensure that all relevant people and agencies are notified and consulted as agreed, and when required, to help ensure people are supported safely and consistently. See area for improvement 2.

People's nutritional needs were being met with a healthy varied diet. Where possible people were involved in the planning and preparation of meals. We heard that the 'food is very good' and that staff are 'very good cooks'. Where people required modified textures, this information was readily available and catered for. Home baking was regularly available with people fully involved in this task which provided further choices to the home cooked range available.

People enjoyed a range of activities and events in their local community. This helped people develop and maintain skills and interests and promoted exercise and movement at a pace appropriate and manageable for individuals. There was also the benefit of maintaining relationships and social contacts which is important for people and their wellbeing.

Overall people appeared happy living in the home. Those who were able to told us they were happy and that the staff were 'good'. Family members confirmed that they thought their relatives were happy and well cared for.

Areas for improvement

1. To ensure that improvements in medication management are sustained, the Provider should implement regular evaluation of any measures introduced and maintain strong management oversight. This ongoing monitoring is essential to confirm that the procedures in place are effective and that people consistently receive their medication as prescribed.

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).

2. To support people's health and wellbeing, the Provider must ensure that communication with families and other relevant agencies is improved, reliable, and accurate. Effective and timely information-sharing is essential to ensure that individuals receive coordinated care and that all parties involved are fully informed about their needs and support arrangements.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected' (HSCS 4.18).

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People benefitted from a small domestic setting that was warm and welcoming. People had lovely spacious rooms that reflected their personalities and preferences. These were comfortable private areas for people to spend time if they chose to. Communal areas were bright and spacious which supported people to enjoy time together if they chose to.

People could expect that their home would be well maintained. We saw that there was a system in place for reporting any repairs or defects and regular servicing and maintenance of systems such as gas and electrical appliances and systems in place to maintain safe water supplies. The manager completed a quarterly health and safety audit that helped to maintain oversight of the environment

All staff were aware of the environmental cleaning schedules and took responsibility for maintaining overall cleanliness within the service. The environment was clean and generally well decorated; however, some areas showed signs of general wear and tear to fixtures and fittings. For example, the kitchen cupboards and worktops had chipped paint and worn surfaces, the seal behind the sink was deteriorating, rust and chipped paint were visible on radiators, and the wet wall panels in the shower room required replacement due to holes from previous fittings and deteriorating seals. These issues compromise effective cleaning and increase the risk of infection spreading. Some repairs had already been identified by the manager; however, we have requested that they produce an environmental improvement plan outlining the required work and timescales for completion. This plan should be shared with people who live in the home, their families, and staff to ensure they are fully informed and involved. See area for improvement 1.

Having regular access to fresh air and outside spaces is good for people's physical and emotional wellbeing. People had access to a secure garden area to enjoy where a large summer house provided an additional area for people to spend time if they chose to. People also enjoyed some activity in their local community.

Areas for improvement

1. In order to ensure people experience a home that is safe, clean and well maintained, the provider should ensure that there is an updated environmental assessment and improvement plan. The plan should describe the work planned with projected timescales.

This plan should be discussed and shared with people who live in the home, their families and with staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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