

# Cornerstone West Dunbartonshire Community Support Housing Support Service

Carman Centre  
175 Main Street  
Renton  
Dumbarton  
G82 4PF

Telephone: 01389750403

**Type of inspection:**  
Unannounced

**Completed on:**  
23 February 2026

**Service provided by:**  
Cornerstone Community Care

**Service provider number:**  
SP2003000013

**Service no:**  
CS2024000132

## About the service

Cornerstone offer a number of services in the West Dunbartonshire area. These include community support day services, supporting a range of needs, including learning disabilities, autism, complex care, and lifelong health conditions. There is a newly appointed manager now in post, who previously worked within the service as a senior practitioner. Their existing knowledge of the team, people experiencing care, and organisational processes provides a strong foundation for continuity and stability within the service.

## About the inspection

This was an unannounced inspection which took place on 11, 12, 19 and 23 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 three people using the service despite requesting more, and five of their relatives
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

**Key messages**

- The service delivers good outcomes for people in relation to their health and wellbeing needs.
- Some people did not receive their service as planned and contracted.
- Last minute sickness sometimes requires re-prioritisation of support toward those needing essential care.
- Staff know people well and can identify early signs of deterioration, seeking timely advice from lead practitioners and managers.
- Appropriate referrals are made to relevant health professionals to ensure people receive the right support at the right time.
- Care plans reflect timely action when health needs change, helping ensure safety and wellbeing.
- Staff feel the senior team genuinely cares about their wellbeing and checks in on them regularly.
- Staff can contact the service at any time for support or guidance.

**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 staff team?	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.

The service provided good outcomes for people in relation to their health and wellbeing needs. Staff knew people well, which meant they were able to notice when someone's health began to change or deteriorate. When this happened, they sought advice from the lead practitioner and managers in a timely way. Appropriate referrals were made to the relevant health professionals to ensure people received the support they needed.

People spoke positively about the staff who supported them, and we observed warm, caring, and familiar interactions during the inspection. Staff presented as committed and motivated to provide a good standard of care, and their approach helped people feel comfortable and well cared for.

People accessed community activities and opportunities that supported community integration. They were supported to engage in hobbies and activities they enjoyed, such as going to the cinema. Independent living skills were promoted both within the home and in the community, including travelling on public transport.

Relatives advised that they had not been given opportunities to be involved in the recruitment of staff or to contribute to the ongoing development of the service. This indicated that current participation processes were limited and did not fully support meaningful involvement from relatives, particularly in areas where their insight could strengthen the quality and direction of the service (see area for improvement 1).

People were supported to attend health-related appointments, and staff demonstrated a good understanding of individuals' healthcare needs. Care plans showed that staff contacted the appropriate health professionals when they observed signs of deteriorating health, helping to ensure timely intervention. When there were concerns that a person might have been at risk of harm, staff knew to contact senior staff or the manager so that a referral of concern could be made to the Health and Social Care Partnership (HSCP). This meant that people's health, safety, and wellbeing were generally well supported.

As part of ensuring continuous improvement in the quality of care and support across the service, an area for improvement had been set at the previous inspection. While some progress had been made, not all elements of this improvement had been fully met. As a result, the area for improvement has been repeated and will be reviewed again at the next inspection to ensure the necessary developments are achieved.

### Areas for improvement

1. To ensure relatives can meaningfully influence how the service develops, the service should provide clearer and more regular opportunities for them to be involved in staff recruitment and service improvement activity. Strengthening these participation processes would support greater partnership working.

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

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

## How good is our staff team?

4 - Good

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

Staff reported feeling well equipped to provide good quality support, reflecting the value of the training they had received. Senior staff carried out regular competency checks, ensuring that learning was fully embedded in day-to-day practice and consistently delivered to a high standard.

Supervision had become more consistent and meaningful compared with the previous year. Sessions now had clearer purpose and relevance, and the senior team were actively exploring ways to make them more engaging and reflective. Staff expressed that senior leaders genuinely cared about their wellbeing, regularly checking in with them and remaining accessible whenever guidance or support was needed.

A recurring theme from interviews with relatives and staff was staffing challenges. The service continued to actively recruit the post needed. However, during periods of high sickness absence, some individuals receiving non-essential support did not always receive their full allocated hours, as priority was given to essential care. This meant people did not always achieve their outcomes, so we have repeated this area for improvement from the previous inspection.

Team meetings had been affected by staffing pressures and competing demands, leading to reduced frequency and, for some staff, a sense of disengagement. While communication within the service remained a strength, there was clear potential to refresh the structure and delivery of team meetings to make them more meaningful and better attended.

It was also important to remind staff that regular attendance at team meetings forms part of their professional responsibilities under the Scottish Social Services Council (SSSC) registration requirements. Supporting staff to recognise the benefits of these meetings for their own professional development and for improving outcomes, would help rebuild motivation and encourage consistent participation.

## 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 ensure people are confident the care they receive is well led and managed, the provider should include, but is not limited to:

- carry out assessment of the service's performance through effective audits

- develop action plans which include specific and measurable actions designed to lead to continuous improvements
- detailed timescales for completion/review
- include the view and opinions of key stakeholders
- ensuring staff who undertake quality assurance roles are trained and supported
- ensure affective management oversight and leadership to drive forward the improvements needed
- maintain a comprehensive improvement plan reflecting the outcomes of quality assurance processes.

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

'I benefit from a culture of continuous improvement, with the organisation having comprehensive and transparent quality assurance processes' (HSCS 4.19); and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

**This area for improvement was made on 27 March 2025.**

### Action taken since then

While some progress had been made, not all elements of this improvement had been fully met.

**As a result, the area for improvement has been repeated and will be reviewed again at the next inspection to ensure the necessary developments are achieved.**

## Previous area for improvement 2

The service provider should continue to review the staffing arrangements in the service to ensure that there are sufficient staff numbers to meet the assessed care needs of people identified in care plans.

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

'My needs are met by the right number of people' (HSCS 3.15).

**This area for improvement was made on 27 March 2025.**

### Action taken since then

While some progress had been made, not all elements of this improvement had been fully met.

**As a result, this area for improvement has been repeated and will be reviewed again at the next inspection to ensure the necessary developments are achieved.**

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - 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 cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ '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.