

Bob Cooney Court Care Home Service

22 Bob Cooney Court
Aberdeen
AB25 3SP

Telephone: 01224 256 000

Type of inspection:
Unannounced

Completed on:
4 March 2026

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2003000217

About the service

Bob Cooney Court is a care home registered to provide a care service to a maximum of four adults with a learning disability. The provider is Cornerstone Community Care, which is a charity providing services in much of Scotland. The service is located in a large ground floor flat. There is a small garden area. The service is well-situated for access to shops, including a supermarket, parks, and a bus service. The aim of the service is to support people who have a learning and physical disability to lead valued lives and to achieve their full potential within their local community.

About the inspection

This inspection took place on 2 and 3 March 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 two people using the service
- spoke with six staff and management
- observed practice and daily life
- reviewed documents

Key messages

- People were treated with respect and kindness, which promoted their sense of self-worth and value.
- People engaged in meaningful activities, promoting choice and purpose.
- The home was clean, warm and welcoming, supporting people's physical and mental wellbeing.
- The staff team worked well together and knew people well, which contributed to positive outcomes.

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 treated with kindness and respect. Staff knew people well and their care was personalised. Staff communicated with people in a way that suited them, for example, using Makaton or reading non-verbal clues. This promoted choice and inclusion.

People were supported to achieve their goals. Staff worked with people to identify and achieve goals that were meaningful to them. For example, people were supported to make their breakfast and two people had been on a short holiday with support. This promoted independence and helped build confidence.

Staff worked well as a team and with other professionals. This ensured people got the right help from the right people at the right time. For example, getting advice from occupational therapy on bathroom aids. This meant people experienced better health and wellbeing.

People were supported to take their medication. Staff were knowledgeable and demonstrated good practise when giving medication. Medication audits were taking place. Some issues with re-ordering medication were identified and discussed with the manager. For example, one person missed one of their medications. Some topical creams and eye drops were not dated on opening (see area for improvement one).

Personal plans were detailed and comprehensive. Staff used plans to inform the care they provided. This meant people were given the right level of support.

Staff were flexible to people's needs. The staff team worked closely together, shared learning and formed meaningful relationships with people. This promoted continuity of care and increased people's feeling of self-worth and confidence in the service.

Areas for improvement

1. To ensure people get their medication safely and as prescribed the provider should, at a minimum:

a) Ensure medication audits are used effectively to identify and address problems promptly.

b) Ensure all topical creams and eye drops or similar are dated on opening.

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

I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS4.11).

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.

The care home was warm and welcoming. It was also clean and good infection prevention and control practises were in place. Staff were clear on their roles and responsibilities. This meant people experienced a safe environment that supported their physical and mental health.

People's rooms reflected their preferences. Bedrooms were personalised with meaningful items. Staff were knowledgeable about people's preferences and mindful of these while providing care. For example, staff respected people's privacy when entering bedrooms. This reduced people's stress levels resulting in them feeling respected and safe.

Moving and handling equipment was well maintained and used appropriately. Audits were clear and staff training was up to date. This meant people experienced support that was safe and protected their dignity.

Some improvement was needed in the home. The microwave needed replacing and there were some small areas that required maintenance. For example, locks were needed on cupboards containing cleaning products. We discussed this with the management team. Property inspections and audits were being done but some things had been missed. This could potentially impact on people's safety and wellbeing (see area for improvement 1).

Areas for improvement

1. To ensure the environment is well maintained provider should, at a minimum:

a) Ensure property inspections identify any areas that require maintenance and ensure this work is completed within a reasonable time frame.

This is to ensure the home meets the requirements of the Health and Social Care Standards which states that:

I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.24).

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 support continuous improvement, the provider should ensure the service improvement plan and audits reflect progress.

This area for improvement was made on 24 September 2025.

Action taken since then

We reviewed the service improvement plan (SIP) and found this had improved since the previous inspection. Target dates were in place and we could see if these were completed or still being worked towards. We would recommend adding another column to the SIP to record outcomes for people where there is a direct impact for them.

Previous area for improvement 2

To enable people and their representatives to be involved in the development of the service, the provider should ensure they seek feedback about the service.

This area for improvement was made on 24 September 2025.

Action taken since then

The service has tried a number of ways to collect feedback and we acknowledged this was challenging. The staff, who knew people well, recorded valuable observations about people's experience and outcomes in daily notes. We suggested this could be collated into feedback which could then help inform the SIP.

Previous area for improvement 3

To support staff development and practise, the provider should ensure staff receive regular supervision and frequent team meetings.

This area for improvement was made on 24 September 2025.

Action taken since then

Staff support and appraisals were in progress and planned for this year. Staff meetings were happening regularly and the SIP showed management had oversight of this.

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?	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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