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Cornerstone Community Care  
Johnstone House  
52-54 Rose Street  
Aberdeen  
AB10 1HA

23 June 2023  
2023383279  
CS2015343180

Dear Sirs

**IMPROVEMENT NOTICE**  
**SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 (“the Act”)**

Social Care and Social Work Improvement Scotland (hereinafter referred to as “the Care Inspectorate”) has concluded that Cornerstone Aberdeen South, Support Service, Centurion Court, North Esplanade West, Aberdeen, AB11 5QH is not operating in accordance with the requirements of Regulations made under the Act. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 64 of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

**Improvements**

1. **By 31 August 2023**, you must ensure that service users experience safe and compassionate care that meets their health, safety and wellbeing needs and preferences. This includes, but is not limited to, appropriate and timely support with continence, eating and drinking, personal hygiene, medication and mental wellbeing.

In particular, you must ensure that:

a) All staff have the necessary training, skills and knowledge to support service users’ mental and physical health and wellbeing.

**Care Inspectorate**, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY

We have offices across Scotland. You can find details at [careinspectorate.com](http://careinspectorate.com)

- b) Service users receive care and support as described in their personal plan, including any advice provided by the wider health and social work team, including allied health professionals.
- c) Staff understand and fulfil their roles and responsibilities in relation to promptly recognising, responding to, and reporting changes in service users' health and wellbeing, including when service users may be unhappy or at risk of harm.

This is in order to comply with Regulation 4(1)(a), and Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

**2. By 31 August 2023**, you must ensure that service users experience a service which is well managed and led. In particular, you must:

- a) Ensure that there are suitably qualified, skilled and competent leaders available at all times, and that they check service users receive safe care that meets their needs and preferences and provide staff with clear direction and support.
- b) Develop and implement a robust quality assurance system to ensure the quality of service users' care is continually assessed with areas of improvement identified.
- c) Where improvements are identified, ensure that an appropriate action plan is implemented within an appropriate timescale and monitored through to completion to ensure that there are subsequent improvements for service users.

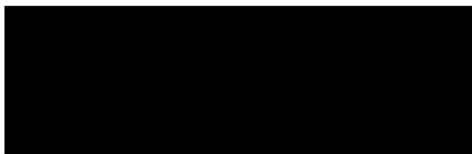
This is in order to comply with Regulation 3 and Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration.

A copy of this notice has been sent to the local authority within whose area the service is provided as required by section 62(2) of the Act.

Please contact me if you would like to discuss this notice, or if there is anything in the notice you do not understand

Yours sincerely



Caroline Munro  
Team Manager

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cc: Local Authority – [REDACTED], Aberdeen City Council  
[REDACTED] [@aberdeencity.gov.uk](mailto:[REDACTED]@aberdeencity.gov.uk)



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