

Cornerstone NLCS Airdrie & Coatbridge Housing Support Service

Cornerstone North Lanarkshire
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Type of inspection:
Announced (short notice)

Completed on:
13 June 2024

Service provided by:
Cornerstone Community Care

Service provider number:
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Service no:
CS2022000310

About the service

Cornerstone NLCS Airdrie and Coatbridge provides Care at Home and Housing Support services to adults with a range of needs including learning disabilities, autism, complex care, and life long health conditions across North Lanarkshire.

The service provides flexible packages of care and support to meet people's needs. Care was provided care in people's own homes and within the local and wider community.

The branch office is in Airdrie and at the time of inspection the service was supporting 24 people.

About the inspection

This was a short notice inspection which took place on 10-13 June 2024. 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 information submitted by the service and intelligence gathered since the service was registered.

In making our evaluations of the service we:

- visited three people using the service in their own homes
- spoke with two people who use the service within the branch office
- spoke with four relatives over the telephone
- spoke with six staff and management
- gathered feedback from pre-inspection questionnaires (14 responses were received from staff and one response was received from a visiting professional)
 - observed practice and daily life
 - reviewed documents
 - spoke with one visiting professional.

Key messages

This was the services first inspection.

People were fully involved in planning their care and support.

People and their families were very happy with the support they received and spoke very highly about the service.

Staff had developed meaningful relationships with people.

Leaders were highly knowledgeable about aspects of the service which required improvement.

The service had experienced challenges with staff recruitment and induction and had worked hard to ensure this had not impacted on people's care and support.

Staff worked well together and felt they had the necessary skills to do their jobs.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	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 were very happy with their supporting staff. We observed warm and caring interactions between people and their supporting staff. People told us, "I like Cornerstone and the staff" and "I'm really happy with my support".

Relatives also were very happy with the support received. Relatives told us, "I'm happy with the lassies", "I can't fault Cornerstone" and "the service is excellent". A few relatives did highlight that the service had experienced staffing issues. However, they acknowledged that the service had did their best to ensure that any staffing related issues did not impact on their family member.

People were enabled to get the most out of their day with options to develop and explore their interests and aspirations. This was evident through people's care plans. A range of communication techniques were used including technology to ensure that everyone who wished to, could communicate their hopes, aspirations, wishes and preferences.

People regularly had fun and social bonds were strengthened because the support they received enabled them to build and maintain meaningful relationships with others. People told us about recent holidays they had went on and concerts they had attended. People were also looking forward to future events which meant that they had been fully involved in their care and support planning.

Staff in the service understood their role in supporting people's access to healthcare. Staff recognised changing health needs and shared this information quickly with the right people. Staff training with specific health care conditions had also been facilitated to ensure that staff were up to date with best practice guidance. For instance, the service had recently received training about best practice when supporting people who are at high risk of choking. This ensured that people were being supported by a well-trained workforce.

People were enabled to make informed health and lifestyle choices that contributed to positive physical and mental health. People had as much control as possible over their own medication and benefitted from a robust medication management system that adhered to good practice guidance.

How good is our leadership?

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.

There was a stable leadership and staff team who knew people's needs well. Leaders demonstrated a clear understanding about what was working well and what improvements were needed within the service. They ensured that the outcomes and wishes of people who were using the service were at the centre of their improvement journey. Leaders at all levels had a clear understanding of their role in directing and supporting improvement activities, and where to obtain support and guidance. The pace of change reflected the priority of the improvements needed.

To ensure quality assurance and scrutiny activities were effective, the service had a number of trackers in place to ensure support for people, support for staff and training was regularly monitored and reviewed. From this evidence, staff continually evaluated people's experiences to ensure that, as far as possible, people who were using the service were provided with the right care and support in the right place to meet their outcomes. People were well informed and their views were central to any decisions being made about their care and support.

There were robust systems in place to protect people from harm. All accidents and incidents had been recorded, managed and reported in line with legislation. Staff had the necessary skills, training, and competence in adult support and protections. We saw that the service had good governance and quality assurance processes in place. Compliance figures for adult support and protection training were very good.

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 for the service were working well. The service had taken account of the importance of matching staff to people, along with considerations of compatibility and continuity. Many staff had worked in the service for some time and knew people's needs well. This was also commented on by families who felt their relatives were being supported by the right staff. People can be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance.

People using the service and staff benefitted from a warm atmosphere because there were good working relationships. There was effective communication between staff as there had been regular team meetings. This had created opportunities for discussion about their work and how best to improve outcomes for people.

The branch office known as 'the hub' was the service base and where staff would congregate. This was a relaxed, welcoming and supportive setting where meetings and learning had been facilitated. This was also a resource for people to find out more about the service. People who used the service also had access to the hub. This had shown that the service were visible and accessible face to face.

All staff spoke positively about their experience of working within the service. They felt supported within their roles and felt they worked well together as a team. Staff did make mention of the recruitment and retention challenges the service were experiencing however, recognised that there was an organisational approach to improving this. Some people, with their permission had agreed to be part of the recruitment campaign in efforts to recruit staff who would be well matched to the role.

How well is our care and support planned? 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 benefitted from personal plans that were regularly reviewed, evaluated and updated involving relevant professionals and took account of good practice and their own individual preferences and wishes. Risk assessments and safety plans were used to enable people rather than restrict people's actions or activities. There was evidence that the service had collaborated with people and their families where restrictions needed to be included as part of mitigating actions to keep people safe.

Care plans were in digital format and also accessible within paper formats. The service were working towards ensuring that people and families had digital access if they wished.

People were enabled to get the most out of their day with options to develop and explore their interests and aspirations. People had photo diaries in place which captured their favourite activities and preferences. This had shown that people were able to lead and direct their care and support in a meaningful way.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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