

Community Support Service – Glasgow & East Dunbartonshire Housing Support Service

Cornerstone
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Type of inspection:
Unannounced

Completed on:
4 July 2024

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2006115813

About the service

Community Support Service Glasgow and East Dunbartonshire is registered to provide a housing support and care at home service to people living in their own homes or within the community.

The service can be provided to children under 16, adults and older people, with a learning disability or a physical disability.

Support is delivered by Cornerstone Community Care, a voluntary organisation supporting people with a range of care and support needs. The service is designed to provide a wide range of flexible support from domiciliary care to social support to meet the needs of people.

Cornerstone aims to support people by empowering them to make positive choices about their own lives. Their stated focus is to encourage social inclusion, reduce loneliness, and improve health, independence and wellbeing... to support people to be as independent and fulfilled as possible.

At the time of inspection 29 people were accessing the service.

About the inspection

This was an unannounced inspection which took place on 2, 3 and 4 July 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 previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Met with or received feedback from nine people using the service and two of their family/representatives.
- Met with or received feedback from eight staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Received feedback from three external professionals.

Key messages

- People benefited from a well-managed service and a skilled and stable staff team.
- People experience high quality support where they are respected and valued.
- People benefited from support based on assessed needs and ongoing consultation.
- People can be assured that the service will look for solutions to challenges that arise around support.
- As part of this inspection, we assessed the service's self-evaluation of key areas. The service had begun to use self-evaluation. However, further work is required to develop this approach to support improvement.

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 staff team?	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.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

We observed kind, nurturing interactions with staff who knew people well, including their likes/dislikes and preferences. Staff were respectful to people receiving support and demonstrated a strong commitment and value-based approach in our discussions. This meant that people were valued for their individuality and treated with dignity.

People who engaged with the inspection indicated a high level of satisfaction. They benefited from dependable and reliable support. People told us they trusted the staff and had formed good relationships with them.

People shared that; "it's the highlight of my day when the staff come in", "I'm still very independent and its down to them" and "I know where I stand with them, I always know when they are coming, and they allow me to decide what I want from my support".

The service had very clear aims and an enabling approach and promoted people's independence by supporting them to maintain and develop new skills and abilities. People were encouraged to make day-to-day decisions and choose how to spend their time.

Feedback from a professional colleague stated that "they identify people's strengths and not just the deficits... they build on them... promote independence".

People were supported on how best to maximise their own health and wellbeing by accessing appropriate health and community services. Staff understood their role in promoting healthy lifestyle choices. There was evidence of people being supported with batch cooking, advice on eating and drinking and accessing equipment to maintain independence and mobility. This helped people to keep well and involved in their community.

People managed their own medication routine but were aware staff were available to offer support if needed.

A family member confirmed that the "service worked hard to tailor support around the needs of [relative]" and the positive impact this has had.

Personal planning supported good outcomes for people by being clear about their needs and preferences. People were involved in regular reviews and support was adjusted according to agreed decisions. Additional support sessions, changes in times and length of support evidenced a flexible person-centred approach. This ensured people benefit from their support.

Some people highlighted they would like to be more involved in service improvement and development. The manager planned to look at this as part of self-evaluation/improvement planning review.

The service worked closely with other agencies to provide a coordinated approach to supporting people holistically.

Support dovetailed well with services providing homecare support as well as community mental health and learning disability support specialists. Joint visits and robust communication ensured a coordinated approach to meeting people's needs. This enriched the lives of people experiencing care. Feedback confirmed staff were proactive in identifying and sharing any changes in people's wellbeing and advocating on their behalf when engaging with other agencies.

Professional feedback included; "the joint visits are useful to make sure we are all on the same page and aware of current issues/anxieties" and "staff knowledge of issues faced by people is good, they are well equipped to support people well, gets good outcomes".

This helped ensure people's support was relevant and best met their current needs.

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.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

Staffing arrangements were determined by regular review of people's support needs with the person themselves and other relevant professionals. Consistent support arrangements were in place. People confirmed that support was cancelled rarely due to staffing issues and that this was communicated well.

A contingency plan was in place to address staff absences which routinely involved the service manager delivering front line support. Whilst this offered the manager opportunities to meet with people directly, we advised the provider to keep this under review to ensure the manager was not over stretched.

There was a clear matching process in place for new referrals with staff being recruited specifically to meet the person's identified needs. New staff carried out shadow shifts with experienced workers before delivering support. This helped people have confidence in who was attending their homes and that they were aware of their needs and agreed support plan.

Staff confirmed a robust and relevant induction programme ensured they felt equipped and confident in their new role. Team meetings and support and development sessions were prioritised to allow staff opportunities to reflect on practice, share ideas and strategies and discuss their own development. Observations of practice and meaningful feedback were also evident as well as a visible and approachable management team. This ensured staff felt valued, listened to and able to develop skills and knowledge appropriate to their role.

Staffing levels and support arrangements were adjusted according to people's preferences and changes in situation/abilities. This person-centred approach was commended by family members and external professional colleagues.

The service was also highly regarded for its commitment to continuing to offer support or "stick-ability" and by looking for solutions to overcome barriers to meaningful support delivery.

One professional commented; "I am very impressed with the whole set up... they respond well to the challenges presented by my client". A responsive solution focused approach meant that people had confidence in the organisation and the staff team providing their support.

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 that people's care and support needs are appropriately met, managers should ensure that everyone receives regular reviews of their support plan and at least within a six-month timeframe.

This will ensure care and support is consistent with the Health and Social Care Standards, which state: "I am fully involved in reviewing my personal plan, which is always available to me" (HSCS 2.17).

This area for improvement was made on 15 November 2019.

Action taken since then

Personal plans were reviewed regularly with people receiving support. This was carried out within the six-month timeframe. People's needs and preferences were reviewed, and support arrangements were adjusted to be more meaningful where appropriate. People confirmed they were involved in regular discussion outwith formal reviews and felt confident that support was delivered according to their preferences.

This area for improvement has been met.

Previous area for improvement 2

In order to ensure that people have confidence in the organisation providing their care and support, the provider should ensure that a comprehensive system of quality assurance is carried out through:

- Regular audits in key areas of practice
- Regular team meetings for all staff to reflect on good practice guidance and how theory has informed practice
- Regular direct observation of staff's actual work practice
- Regular one to one supervision for all staff
- An improvement plan that is widened to evidence staff, service users, family carer and external agency involvement and making this available to them in a suitable format.

This ensures care and support is consistent with the Health and Social Care Standards, which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust 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 15 November 2019.

Action taken since then

The management team had good oversight of all key areas of service delivery. Audits of personal plans, accidents & incidents and any areas where risk was identified were in place.

The quality assurance process included a wider organisation review through submission of an annual quality checklist. The organisation supported a lesson learned approach to service development and was committed to providing the required training/ resources needed to deliver improvements. This offered assurance that people were supported according to best practice.

Quality audit findings, peer learning and areas for development identified from external sources were used to develop the service improvement plan.

Feedback from people using the service was gathered by the organisation annually and through support reviews.

The manager confirmed the views and ideas of people using the service were at the heart of any future development discussions, actions and subsequent improvement planning. This would include ensuring people had ready access to future improvement plans and would be involved in regular review.

Team meetings and observations of staff practice offered the management team opportunities to support staff development and identify areas where learning/training would improve practice. Staff benefitted from 1:1 support and development sessions with senior staff and confirmed these offered real opportunities to reflect on practice and receive feedback on areas of their practice that could be improved.

The organisation planned to improve how best to record meaningful conversations and ensure actions are identified, followed up routinely and evidenced appropriately. This would demonstrate how staff benefit from effective mentorship.

This area for improvement has been 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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

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