

Cornerstone Uphall Service Support Service

132 Forrest Walk
Uphall
Broxburn
EH52 5PW

Telephone: 01506 857 873

Type of inspection:
Unannounced

Completed on:
20 August 2024

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2010272110

About the service

Cornerstone Uphall Service is a support service which is registered to provide care to a maximum of two adults who have physical and sensory impairments during the day, five days a week.

The service shares the building with Uphall Care Home, which is registered separately with the Care Inspectorate, to provide residential and respite care for up to six people. Cornerstone Community Care provide the care and support within both the support service and care home.

The building is located in a quiet residential estate and is a short distance from the centre of Uphall which has local amenities and public transport. The building is bright and spacious and is separated into two halves, one for day support and respite and the other for people living in the care home. There are separate lounges and dining rooms with a shared kitchen. The design of the building enables people to mix or remain in their own areas. The gardens are landscaped with patios outside each room.

About the inspection

This was an unannounced inspection which took place on 14 and 15 August 2024. The inspection was carried out by one inspector 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, and spent time with, people using the service
- spoke with, and received feedback from, staff and management
- observed practice and daily life
- reviewed documents
- received feedback from visiting professionals.

Key messages

- There was a warm, welcoming atmosphere in the service.
- Staff knew people well and respected their choices and preferences.
- Managers were ensuring that staffing levels met people's needs.
- As part of this inspection, we assessed the service's self evaluation of key areas. We found that the service had an effective and well completed self evaluation that was reflective of our findings.

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.

People experienced good health and wellbeing outcomes as a result of their care and support. Interactions between staff and people receiving support were warm and kind. We saw that people were comfortable with staff, talking and engaging with them. Support was offered at a pace suitable to the person, respecting people's preferences and choices. This helped to make people feel valued and build trusting relationships.

Good relationships had been built through having a consistent staff team. Staff spent time getting to know people. Where people were not able to communicate verbally, the team had a good understanding of people and were responsive to their needs and wishes.

The staff team were supporting people to participate in meaningful activities. People were offered activities that they could do with staff and also with other people living in the care home. Staff understood the importance of being active and encouraging people's choices in activities. Family members and supporting professionals spoke highly of the of activities and how these improved people's wellbeing. We discussed with the managers opportunities for exploring and developing more activities for people. Due to staffing pressures, there were times when the service was having to prioritise care delivery, reducing opportunities for activities. The managers were optimistic that recent recruitment would alleviate this and were enthusiastic about exploring and developing new activities as a team.

Staff were trained and skilled in meeting people's needs. Specific training was provided to ensure that people were well care for. Cornerstone were supporting staff to complete qualifications to promote good practice. This was ensuring staff were confident and ensuring good health and wellbeing of people using the service.

Everyone had a detailed personal plans and risk assessments in place which reflected their care and support needs. Family members and, where possible, people using the service were involved in sharing information to inform the personal plan and taking part in reviews to ensure that information was up-to-date. This meant that staff had the right information to support people.

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 were planned to ensure that people received the care and support they needed. Staff had time to speak to and encourage people to participate in activities and interact with others. The service had the right number of staff to support people's care and support needs.

The service benefitted from a staff team that worked well together. Relief staff were available when additional staffing was required. This meant that the service was not relying on unknown staff, such as agency. This helped to provide continuity for people using the service.

The management team were monitoring service delivery and staffing arrangements, ensuring this was informed by assessments of people's needs. The manager had worked with the local health and social care partnership to ensure appropriate staffing was in place for day support. Recent recruitment would enhance staffing and facilitate more opportunities for meaningful activities. People could be confident that the management team were deploying staff in a way that best met their needs.

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 |

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 iartras.

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.