

Cornerstone - Uphall Care Home Care Home 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:
CS2010237320

About the service

Cornerstone - Uphall Care Home is a purpose-built home which was commissioned by West Lothian Council in 2010. The Council is the landlord and Cornerstone Community Care supports the people living at the service.

The service is registered to provide care and support to four adults with physical and/or sensory disabilities. It also provides two short-break respite places for the same client group in the same building, with the same staff team. Cornerstone Community Care also offers a day support service from the building which is registered separately with the Care Inspectorate.

The home is located within a quiet residential area and is a short distance from the centre of Uphall which has local amenities and public transport. The building is bright and spacious. It is fully accessible and each bedroom has en suite facilities and a private garden area. The building has two main living areas, one for people receiving a residential service and the other area for people using respite and day services. 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 the bedrooms, lounges, and dining areas.

At the time of the inspection, there were four people living in the care home and two staying for respite.

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:

- spent time with, and spoke to, six people using the service
- spoke with three family members
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

We also sent out surveys and received responses from:

- three people being supported by the service
- four relatives
- four members of staff
- three supporting professionals.

Key messages

- There was a warm, welcoming atmosphere in the care home.
- Staff knew people well and respected their choices and preferences.
- People were proactively supported to maintain their health and wellbeing.
- 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.

There was a welcoming and relaxed atmosphere within the service where staff interactions with people were very good. Staff engaged positively with people, treating them with genuine warmth, kindness, and compassion. People had confidence in the staff and the management team.

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

People were supported to maintain contact with family and friends. Relatives told us that they felt involved and could visit their loved ones at a time of their choosing. When describing the service, family members talked about the service being "like one big family". We also heard "the service is first class", "staff are excellent", and that managers are "approachable" and "responsive". Relatives were very happy with the care and support that their loved ones received.

People's health benefited from good engagement with health services. The staff team knew people well and were taking quick action where they observed changes to people's wellbeing. We heard from visiting professionals that "staff work well with our service" and that the managers are "knowledgeable and quick to take action". This meant that people's needs were being met in the right way at the right time.

Staff were trained and skilled in meeting people's needs. Specific training was provided to ensure that people were well cared for. Cornerstone were supporting staff to complete qualifications to promote good practice and meet registration requirements with the Scottish Social Services Council (SSSC). This was ensuring staff were confident and ensuring good health and wellbeing of people using the service.

Medication systems were good. Staff were trained and observations of medication practices were carried out regularly. Audit of medication administration were also carried out regularly. Where managers had noted areas for improvement, these were acknowledged and managed well. This was enabling the team to learn and develop.

The service had recognised the importance of supporting people to eat well in a pleasant environment. People had the choice to eat together in a relaxed and sociable atmosphere. We observed, and heard, that they enjoyed their meals. The menu was varied and nutritious. Where people needed support with eating, this was offered in a relaxed and friendly manner. This was helping to support people's physical health and wellbeing.

Everyone had a detailed personal plan 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. The management team were optimistic that recent recruitment of additional staff will enhance staffing levels 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

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