

# Cornerstone NLCS Motherwell & Wishaw Housing Support Service

Cornerstone North Lanarkshire  
12-18 Hallcraig St  
Airdrie  
ML6 6BN

Telephone: 01236918800

**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
Cornerstone Community Care

**Service provider number:**  
SP2003000013

**Service no:**  
CS2022000312

## About the service

Cornerstone NLCS Motherwell and Wishaw 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 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 21 people.

## About the inspection

This was the first inspection of Cornerstone NLCS Motherwell and Wishaw since the previously larger Cornerstone service was re-registered into smaller services.

This was an unannounced inspection which took place on 26, 27 and 28 November 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 registration information, information submitted by the service and intelligence gathered since the service re-registered.

In making our evaluations of the service we:

- spoke with three people using the service
- spoke with seven staff and management
- reviewed documents
- reviewed the high number of Care Inspectorate surveys returned before the start of the inspection.

## Key messages

This was the service's first inspection

- people using the service were fully involved in their support plan
- staff were highly thought of by people using the service
- the management team were pro-active at quality assurance and improvement
- staff were well trained and felt well supported

## 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.

The Care Inspectorate sent out surveys to people using the service and their families before the inspection. We had 12 returned. Everyone agreed or strongly agreed that overall they were happy with the care and support experienced from the service. Some of their comments:

'its an excellent service'

'Cornerstone have provided an excellent service. Cannot praise the service highly enough.'

We had two surveys returned from visiting professionals who were both very positive about their experience of working with the service. One commented:

'excellent communications between management, staff, service users and families which is evidenced in the success of the support packages they provide.'

People using the service were supported to be out in the community, taking part in activities they liked and wanted to do. Various activities were planned to meet people's outcomes and supported them to be part of their communities, joining groups which encouraged relationships and friendships to be built. People commented that staff were really good at finding appropriate activities. An example was someone supported to go to the gym and encouraged to eat healthily. This promoted their identified outcome to have a healthier lifestyle which benefitted their wellbeing whilst still respecting their choices.

Families had built trust and confidence in staff that had enabled people to have more independence as families knew they were safe and well looked after. Consistent small staff teams had contributed to this as this provided opportunities for staff and families to get to know each other and build relationships.

When asked in the survey if they knew how to make a complaint to the Care Inspectorate five family members responded 'no'. We would expect this information to be part of the service complaints procedure. However the information that was in the procedure was out of date with old contact details. We have asked the management team to update this procedure and ensure everyone receives a copy. This was agreed.

Risk assessments were in place to help keep people safe, such as epilepsy plans that detailed what the person's seizure looked like and how the staff member should interact. There was good detail in ones looked at, which provided staff with the guidance to ensure they reacted quickly and appropriately if the person had a seizure. This should contribute to keeping people safe.

Medication audits were being completed with observations of staff practice taking place to show staff were competent. We were assured medication was managed well.

## 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.

The management team had a number of quality assurance and scrutiny systems that ensured the service was continually reviewed and monitored. The service was very pro-active at identifying what was working well and what should be improved. This had resulted in a service that continually strived to be better to ensure they delivered the best possible outcomes for people using the service.

The quality checklist tracker looked at every part of the service from staffing and leadership to care and wellbeing. This was very detailed and through a series of questions audited the whole service. For example the care plans were audited to evaluate if they were up to date and provided the information to deliver a service that met the person's needs. The audit identified any areas for improvement and how the improvements would be made. This tracker gave a clear oversight of what was happening across the service and ensured continuous improvement that was well led and managed.

We looked at the recent work undertaken around self-evaluation. This was a very good piece of work. The evaluation was well written and covered each of the Care Inspectorate core assurances that are used during inspection to evaluate the quality of the care and support. The very detailed report provided clear evidence around how each core assurance was met with improvements noted if appropriate.

Staff we spoke with told us the manager was approachable and very supportive. They spoke highly of the manager. We were told the team worked well together, supported each other and this had resulted in staff being happy to work in the service.

## 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.

We sent out Care Inspectorate surveys to staff before inspection and had 20 returned.

All felt their induction had adequately prepared them for their role and they felt well supported and confident to do their job.

When asked if, overall, they were happy with care and support people received from this service 16 strongly agreed and four agreed.

Some staff comments from these:

'we have a really good team who support each other'

'services I cover are well organised'

'the service works really well together and will help each other when needed'

Very high numbers of staff had completed training across lots of different topics. There were mandatory training course such as infection prevention and control, adult support and protection and first aid but also training to ensure staff could work with people with specific conditions such as epilepsy and autism. This meant people could be assured staff supporting them had the skills and knowledge to do so.

Staff were supported through supervisions and team meetings. It is important to bring staff together to discuss training and good practice especially for some staff who may work long shifts on their own.

People using the service spoke very highly of the staff team. People told us they could not praise staff highly enough and they had made a difference to the person's life.

## 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.

Support plans were very detailed, person-centred and encouraged people to be as independent as possible. The plan clearly showed what the individual liked to do, how they liked to spend their time and how they preferred to be supported with their activities.

People had identified outcomes developed from their aspirations and wishes and a clear plan of how they hoped to meet them. These were reviewed regularly to ensure they continued to reflect the person's changing needs.

The plans also had guidance around keeping people safe, and for people with complex needs, the detail around this was very good. This gave staff supporting people with complex needs the information they needed to be confident and well-informed when supporting people who may be challenging or have serious health conditions.

Daily notes sampled provided a clear picture of how the person had spent their day, their mood and their health. The daily notes were enhanced by including photographs of activities the person had been involved in. These showed the fun and range of activities the person had taken part in.

Six monthly reviews had all been held to meet the service's legislative responsibilities. We could see from minutes sampled that family members and social workers had been involved in reviews. The review gave everyone involved in the person's care an opportunity to come together to discuss the care plan and, if it remained appropriate, to meet their support needs. Plans were then changed and updated to make any agreed changes.

As part of the review, people were asked to complete a questionnaire. This provided a chance for people to give their views on the quality of the service they experienced. The ones sampled were very positive with no issues raised.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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Compass House  
11 Riverside Drive  
Dundee  
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[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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