

East Dumbartonshire Services Housing Support Service

Cornerstone Community Care
The Doges Studios
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Type of inspection:
Unannounced

Completed on:
28 November 2024

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2004073005

About the service

East Dumbartonshire Services is registered to provide a 'combined' housing support and care at home service to adults with learning disabilities, acquired brain injuries and other specific requirements. The provider is Cornerstone Community Care, and is a registered charity.

The service offers flexible support ranging from 24-hour services to smaller care and support. The services accommodate varied living arrangements, including shared supported living and individual tenancies.

About the inspection

This was an unannounced inspection which took place on 19, 20, 21 and 25 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 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 four people using the service
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People and their families were very involved in creating their care plan.
- Most staff we spoke to were well established in their role and had worked with Cornerstone for many years.
- People's health and wellbeing was very well supported.
- Leaders were highly knowledgeable about people's support needs and therefore able to direct staff to achieve people's outcomes.
- Further consideration should be given to how Cornerstone store their official paperwork within people's homes and using the staff sleepover room as an office.
- The service had improved in supporting people to access community activities routinely and regularly.

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.

We met with people and were able to see they looked extremely comfortable and content in their home. People looked well-presented and turned out which could support people's confidence and self-esteem.

Staff interactions with people were very caring and patient. Staff were deeply knowledgeable about people's care plans and were familiar with the detail contained within them. This meant that people could be supported in a way that was personalised to meet their chosen outcomes.

People planned their activities to attend different community events and routine hobbies and groups. As a result, people could feel both physically and mentally stimulated. Furthermore, people were supported emotionally to contact family and friends socially and by phone, so they connected.

People's health and wellbeing outcomes were particularly good. One example was a person's diabetes being monitored and managed very well to great effect. Further examples demonstrated how people with complex health issues were supported by staff and the multidisciplinary team to achieve improved health.

Medication charts were completed professionally and very competently by staff. This meant people received the right medication at the right time as prescribed by the medical team.

People and their loved ones were mostly involved in all decision making about their lives. Relatives fed back that they were mostly happy with the care and support their loved ones received. A few advised this could be improved by the staff team listening and acting on relatives' views.

Some quotes from families:

"Communication is very good and regular."

"Regular staff who meets his needs very well."

"I would give a rating of very good."

"If we are not happy about something we can tell them and it will be fixed."

"I sometimes ask the same questions of the leader but don't get an answer."

Staff supported people where necessary with eating and drinking. We saw necessary food and hydration forms being completed by staff to ensure people were offered nutritious and healthy options. These forms were monitored regularly by staff for any changes or concerns.

While visiting people in their home, we noted that office paperwork belonging to staff being kept and filed in the staff sleepover rooms and in one person's living room. We asked for this to be removed to ensure that people's homes are respected and not used as an office space (see area for improvement 1).

Areas for improvement

1. The provider should ensure that people's privacy and dignity is respected. To respect people's privacy and dignity any staff records and other office documentation or office furniture should not be stored in people's homes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'If I experience care and support where I live, people respect this as my home' (HSCS 3.2).

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 particularly good.

The staff were very well established and worked for Cornerstone for many years. This meant people could benefit from incredibly good and trusting relationships. People were matched and involved in recruitment in the recruitment of staff. As a result, people could feel empowered and in control of who supported them.

There was no usage of agency staff despite the difficulty in recruiting. This was due to the great commitment from staff to offer extra support. This meant that people were able to be cared for by staff who knew them well.

Staff we spoke felt happy and supported in their role. There was an open culture within the team which was also encouraged by the leaders. This meant people could feel the benefit of atmosphere within their home environment and in everyday activities.

Supervisions of staff practice took place regularly, giving staff the opportunity and space to discuss their work and to receive feedback from their managers. Team meetings were taking place regularly with good and relevant topics and agenda items being discussed. Any follow up actions were dated with a named responsible staff member. This ensured there were clear deadlines for outcomes to be achieved.

People received the right level of staff support which was in line with the Health and Social Care Partnership (HSCP). Staff were trained and had the skills to support people with specific conditions. This was in line with 'The Health and Care (Staffing) (Scotland) Act 2019' which sets out the requirements for safe staffing in Scotland's health and care services.

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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