

# Cornerstone Buckie Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2025

**Service provided by:**  
Cornerstone Community Care

**Service provider number:**  
SP2003000013

**Service no:**  
CS2024000238

## About the service

Cornerstone Buckie provides housing support and care at home for 10 adults with a learning disability. The adults live in their own tenancies in Buckie, with a separate and specific office base.

The service was registered with the Care Inspectorate in 2024.

## About the inspection

This was an unannounced inspection which took place on 4 to 12 March 2025. 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 three people using the service and seven of their family
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

## Key messages

- All people we spoke to were happy with the support they received
- The staff were skilled and worked well as a team
- Families were happy with the support their relatives were received.

## 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

People's health and wellbeing was supported to a very good level. There were many strengths apparent in the service and some of these were evidenced through comments that relatives told us; "staff do an amazing job", "very supportive of us as parents" and "(our relative) is happy with the support they receive and leads a full and busy life."

Health needs were being supported for people through a multi-disciplinary approach, involving regular contact with colleagues such as care managers, speech and language therapists and occupational therapists. This helped to incorporate many valid views into carefully thought-out support for people and ensured they had as much independence as possible. People's health and wellbeing was also supported through the use of technology such as sensors linked to a staff alert system. This was a very good combination for enabling people to have some time on their own and also enabling staff to know when support was required. People told us they liked this combination of independence and safety.

As part of everyday life people planned their meals, went shopping and then put it all away. They did as much of the cooking as they were able to and then tidied up. People were also supported to do as much of their household chores such as washing and cleaning as they were able to. This approach of involving people in all aspects of their lives gave people a sense of responsibility and they were proud to tell us all what they did.

Choice was emphasised by staff and people as being important. This was promoted in different ways, for example using Now and Next charts to ensure people understood what was happening and what was going to happen next. There were people whose use of these was changing in line with their wishes and needs. People's flats and routines were individual to them and staff were respectful of this and actively worked to make sure people felt ownership of their own lives.

Not everyone was able to keep and manage all of their finances. However, they did know that staff supported them, they understood that receipts were important and they knew where their money was kept. The staff used the system well to ensure people's money was safe, and no one was excluded from this area of their lives.

## How good is our leadership?

5 - Very Good

The leadership for the service was very good, with a lot of strengths that made people's lives better. The aims of the service were to be "caring, person centred, professional, and pioneering." In all aspects staff were achieving these aims and that helped people and their relatives to be happy with their lives. The leaders showed through their practice that they understood their role in supporting improvement for people, and their staff teams.

The way that people lived in the service was a combination of; a housing provider and tenancy; the health and social care partnership and funding; and the support service. There was a realistic acknowledgement that all of these had aspects that influence people's outcomes and lifestyle. The person and their wishes was at front of all conversation and negotiations with the other organisations. One example of this was a statement that "Cornerstone do not own the property but will act as an advocate." Maintaining a good working relationship with everyone who had influence on people's lives was very good practice and meant people had a strong representative for their wishes.

People told us they speak with staff if they need anything. They were confident giving feedback because they knew leaders would act quickly and the service would improve. A relative told us, "team leaders are responsive and hands-on." As well as listening to people, the leaders used quality assurance and auditing to ensure people were safe and receiving the best support. Examples of this were health and safety checks, a repairs book which tracked when a repair was noted and its progress through to completion, and daily task sheets which helped towards safe and high standard of living conditions.

There were also checks designed for continual evaluation of people's experiences, to ensure people's daily support was suitable for their wishes. Examples of this were; incidents being reported and evaluated to look for ways to improve; multi disciplinary colleagues were consulted and their advice was noted and acted on immediately. Regular informal chats with people as well as monthly reviews led to a good understanding of how people wanted to live and be supported.

### How good is our staff team?

**5 - Very Good**

The staff team and how they were used was very good.

The arrangement of staff working in small teams for individual people was very effective, and people told us they liked it. The staff we spoke to told us that team work was excellent and everyone was very supportive. One relative said they, "trust Cornerstone 100% and feel (their relative) is safe in their care."

The recruitment was thorough with checks for safety and legality, as well as interviews which covered all aspects of people's suitability for the job. This resulted in staff more likely to stay in the job and people had stable teams for their support. The staff were well trained, and initial training was supplemented with observations to ensure competency. These were well written, and raised different aspects of good practice for individual workers and events. This enabled everyone to be clear about the standards expected in the service, and how to achieve them.

There were sufficient numbers of staff employed to ensure a core team for each person and one person told us that they liked only having a few people supporting them. It was also possible to expand this team to enable people's choices, for example an additional person for a short period of time to support with swimming sessions.

The management structure was well thought out with consideration for the numbers of care staff, as well as other management tasks. This allowed time to do quality assurance tasks and also support the staff. This system was working well because all staff we spoke to said management were approachable and available. One member of staff told us their managers were, "always helpful and nothing is a drama." The open and supportive nature of the managers built a warm and calm atmosphere for people.

### How well is our care and support planned?

**5 - Very Good**

The assessment and planning for people's care and support was very good. All steps involved the person, staff and multi-disciplinary colleagues (if appropriate). It was dynamic, and guidance was altered quickly when required, enabling the best support to be given.

The support was guided through individual support plans and the information was clear and consistent throughout. An example of where the consistency was helpful was information on the High Risk form about emergency medication and this was duplicated in all areas of the plan in the same print and yellow

highlight, so it was never missed. The plans helped to guide in times of emergency, with Personal Emergency Evacuation Plans and Hospital Passports ready to be used.

People who needed support with their reactions when they were stressed had information and guidance which was factual and compassionate, with no indication of blame. This helped people to feel accepted and confident that the best support would be given.

The support was reviewed regularly through daily notes which were comprehensive and a good summary for staff coming on shift. There were also monthly, and six monthly reviews where people's goals were reviewed and family and colleagues could also give their opinions. These helped everyone to know what the person wanted and how they were going to achieve it.

## 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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