

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 May 2025

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2010237320

About the service

Cornerstone - Uphall Care Home (also known as Forrest Walk) 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 accessible from all rooms 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 one person staying for respite.

About the inspection

This was an unannounced inspection which took place on 15, 16 and 17 May 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:

- spent time with and received feedback from six people using the service
- received feedback from eight relatives
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents
- received feedback from with visiting professionals.

Key messages

- There was a high level of satisfaction in the service. People, and their relatives, were very happy with the service.
- There was a welcoming atmosphere.
- The service was supporting people's health and wellbeing well which was leading to positive outcomes for people.
- People were supported to explore leisure activities and get the most out of life.
- Managers were ensuring that staffing levels met people's needs.
- The home was bright, spacious and homely.

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
How good is our setting?	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 the care provided and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

There was a high level of satisfaction with the service. We received very good feedback from people who stayed at the home. They told us how attentive the staff team were and how this had benefitted their wellbeing. This included:

"My wellbeing is supported incredibly well".

"I cannot recommend this care home highly enough".

"I am happy here".

"The level of professional care and treatment is exceptional".

"They have helped me with my physical health and what an improvement there has been".

Family members of people receiving care at Forrest Walk were also very happy. They said:

"There is nothing I would change. My [relative is very happy] and if they are happy then we are also".

"I am so pleased how [my relative] has settled, this is a weight off my mind".

The home was very welcoming. There was a family atmosphere and everyone was a valued part of this including people who lived, worked and visited the home. Family members could visit whenever they wished, spend time with their loved ones and be involved in their care and support. During the inspection, we observed family members visiting, freely moving around the home, chatting with other residents and staff, and participating in the care of their loved ones. One relative told us "I am never left to feel I no longer [am part of decision making with my relative] just because they no longer live in the family home. I am contacted when anything changes or [health] care is required". There was a clear understanding and value placed on how relationships can help to improve people's wellbeing.

People experienced very good care and support. The values of compassion, dignity and respect were central to service delivery. The staff team appreciated people for who they were, rather than simply focussing on their care and support needs. This inclusive approach was contributing positively to people's health and wellbeing outcomes.

The service were very proactive in supporting people's wellbeing. Staff knew people well and had in-depth knowledge of people's needs and preferences. The team were alert and responsive to changes in people's health needs, taking prompt action to seek medication assistance if required. They were following guidance from external professionals and providing support with arranging and attending appointments. When supporting people to attend health appointments, staff were helping to explain the appointment and advocating on people's behalf when this was required. People, and their family, were confident that their health and wellbeing needs were recognised and prioritised.

Staff were supporting people to participate in meaningful activities both within their home and out in the community. The team were planning activities with people that they enjoyed and exploring new activities to try. People talked with excitement of their recent activities and we saw photographs of them enjoying different events and celebrations. The team understood the importance of being active and encouraging people's choices and activity preferences. These activities were helping people to keep active and healthy.

People were eating well. Meals were nutritious and balanced. We observed that mealtimes were sociable and relaxed with residents eating together. Where people required assistance with eating and drinking, staff took their time and were caring and encouraging. This was helping support physical health and wellbeing.

Medication administration was safe and undertaken in line with good practice guidance. Audits of medication administration were being carried out and where the service had noted areas for improvement, these were acknowledged and managed well. This was enabling the team to learn and develop.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing arrangements and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

We observed kind, compassionate, and friendly interactions between staff and people living at Forrest Walk. People were being supported by a small and consistent team of staff and they had formed trusting relationships. There was a sense of confidence and trust.

People, and their relatives, spoke very highly of the staff team. Warm and caring relationships had been formed between people, their families and staff. People who stayed at Forrest Walk, and their relatives, talked with appreciation and confidence in the team. They said:

"All the staff are fantastic and so supportive. Any questions or queries I may have are always answered quickly and very efficiently".

"They are all brilliant".

"Great staff team who work very hard".

"The staff are so caring and friendly".

"They make you feel comfortable, welcome and safe like being at home".

The service benefitted from a full staff team that worked well together. Relief workers and senior staff stepped in when additional staffing was required. The management team were ensuring that all staff were providing care to their high standards and that people were comfortable and happy with the support. This was helping to provide continuity and satisfaction for people using the service.

Managers were ensuring people had the right support. They were planning staffing arrangements to ensure that people's care and support needs were being met and there were opportunities for people to go out. During the inspection, people's day support arrangements were changing and the management team were supporting and advocating for each person to ensure they continued to have meaningful activity during the day. People could be confident that the management team were prioritising and deploying staff in a way that supported provide positive outcomes for people's wellbeing.

Staff were well trained. Staff reported they felt confident in their role following the training provided. Training levels were high and included specialist training specific to the needs of people being supported. This meant that people could be confident that staff had the necessary skills and were competent.

The team were well supported. There were a range of supervision and support opportunities, including one-to-one meetings, competency observations, and team meetings. Records noted that staff were encouraged to reflect on their practice and personal development. This was helping individual workers develop in their role and also feel valued and respected.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the environment and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

The atmosphere in the home was warm and homely. There were homely touches throughout, including ornaments, soft furnishings, photographs, pictures and personal belongings. We felt comfortable spending time in the home. One person who receives a service told us "It's such a lovely place to come to for respite, it always feels like a holiday for me. It's a lovely homely environment". A relative also said that it is "Homely and well decorated".

People benefitted from an environment that was bright, airy and spacious. The building was carefully designed to be fully accessible and enabling people's independence. All bedrooms had en suite facilities with integrated equipment to assist people to move, where this was required, which was unobtrusive and discreet. There was ample space for people to move about easily, both independently and with assistance.

People benefitted from different areas to spend time in. There were a range of communal areas and people could choose whether to spend their time with others or alone. Each room had access to a private and secure garden area. The service had recently formed a partnership with a local charity 'Steps to Hope' who were spending time at Forrest Walk assisting with gardening and creating outdoor spaces where people would enjoy spending time. We are looking forward to seeing the gardens transform into well-tended and enjoyable spaces.

Bedrooms were comfortable, nicely decorated and personalised. People had been involved in choosing the décor within the home and each bedroom reflected the occupants personality and interests with personal belongings. A family member said "Individual bedroom can be furnished and decorated as wanted. Plenty of room for [personal belongings]". This meant that bedrooms were a safe and comfortable private area for people to spend time.

The home was well maintained. Maintenance and health and safety checks were being carried out on a regular basis. The management team were quick to address home furnishings and redecoration requirements. People could be confident in the safety of the building.

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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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