

Cornerstone North Lanarkshire 2 Housing Support Service

12-18 Hallcraig Street
Airdrie
ML6 6AH

Telephone: 01236 918 800

Type of inspection:
Unannounced

Completed on:
15 May 2025

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2019373027

About the service

Cornerstone North Lanarkshire Supported Living 2 is registered with the Care Inspectorate to provide housing support and care at home to tenants over 18 years with learning disabilities, autism or acquired brain injury living in their own homes.

The provider of the service is Cornerstone Community Care, a national organisation, which is a registered Scottish charity. The head office is in Aberdeen.

Cornerstone North Lanarkshire Supported Living 2 operates from an office base in Airdrie. At the time of inspection 19 people were being supported by the service.

About the inspection

This was an unannounced inspection which took place between 09:30 and 16:00 on 13 and 14 May 2025. The inspection was carried out by two inspectors 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.

To inform our evaluations of the service we:

- Reviewed questionnaire responses from 18 staff and one external professional.
- Visited six people supported and reviewed questionnaire responses from a further three.
- Spoke with staff and management.
- Reviewed documents.

Key messages

- People were supported to have high quality, positive experiences and outcomes.
- People were supported by familiar, consistent, high-quality staff.
- Management systems in place were of a high standard.
- Medication supports for all 'as required' medicines should have clear protocols and its administration recorded in line with best practice.

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 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 spoke to people who were supported. They told us when asked they were very happy with the service they received. People were generally familiar with the staff that supported them and were provided with their supports in line with their needs, wishes and preferences. This meant people were supported well and spent their time doing things they enjoyed and activities that promoted their wellbeing.

The service clearly had a good knowledge of people's needs. When carrying out visits during the inspection it was evident that some supported people had busy days ahead of them and were planning some interesting activities. This evidenced the service proactively supported and promoted people's independence and choices. In a recent survey carried out by the service responses from people's relatives were mostly positive. There was a small minority of relatives that identified the need for more permanent staff and that sometimes communication could be better. However, in our questionnaires relatives that provided a response were happy overall with the quality of care and support. Comments included: 'Cornerstone always deliver the care my [relative] requires treating [them] as if [they] were a member of their own family'. When speaking to people supported and staff it was made clear that people's needs, wishes and preferences were fully considered and were the focus in planning supports.

We sampled records in people's houses and audited records held within the service. The quality of recordings was generally very good. However, it was evident that not all 'as required medicines had written protocols. These should be in place to clarify and identify what would indicate the person supported required these medicines. This is particularly important when people have limited verbal communication. Staff who provided regularly care knew these indicators well but if anyone else was to be brought into the service the necessary information would not be there. This was discussed with the management team and it was agreed they would introduce protocols accordingly. It was also agreed that an accurate recording system would be introduced to indicate reasons these medicines were given and, after an appropriate period, record the effectiveness. This would provide relevant professionals with information to assess the medicines used, their effectiveness and allow for any necessary adjustments to be made.

Support planning documentation contained a very good level of information necessary to provide for people's needs whilst supported by staff. They provided detail about the person being supported, their preferences and wishes and information to reduce any risks that may present themselves whilst people were being cared for and supported. The information was regularly updated and subject to review as needs changed and at a minimum of a six-monthly basis. In line with best practice some suggestions were made to ensure actions from previous reviews were considered and attendance at reviews confirmed.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good because strengths under this key question significantly outweighed any areas for improvement.

Staff presented as happy working in the service and demonstrated a good knowledge of people's needs and how these could best be met. They gave an overall impression of a close team of staff who worked well together so that people experienced a very good level of care.

We could see, on checking training records, that staff were subject to a range of mandatory training packages. Staff had completed their training in key areas where training was offered both online and face to face. We were told by staff that they had also received specialist training for people who had complex needs. This ensured all people supported received care and support from a competent staff team.

Staffing levels and mix of staff were sufficiently in place to meet people's needs. People visited during inspection had consistent staff teams, which meant staff knew people and their needs very well. Staff confirmed this in conversations. In responses to our questionnaires some felt staffing could be improved by providing rotas further in advance and ensuring the service recruited more staff experienced in care. All comments made in our questionnaire responses were shared with the service management team for their consideration. One staff member commented: 'Cornerstone provide the correct up to date training and my manager and team make me feel comfortable in my job role'. Staff told us they would pull together to ensure people's needs were met.

The rollout of the new care planning system had been more difficult for some staff to engage with than others. This was discussed with staff as part of the inspection and views shared with the management team for their consideration. It is important that managers keep on top of staffing levels and mix of skills to ensure people can be properly looked after. It was, however, clear when interviewing staff that the management team were approachable, supportive and would listen when staff raised concerns, addressing and facilitating improvements in people's supports.

Staff took part regularly in supervision meetings with a senior member of staff. This is time staff have with their supervisor to discuss practice, development and raise any personal issues that may impact on work. Staff felt these were useful meetings that were not only about service provision but an opportunity to discuss their needs and issues. These regular meetings are important tools to monitor staff wellbeing and practice. They also ensure people supported experienced a very good quality of care and support from a competent, well-supported workforce.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.