Cornerstone Sunnybank
Care Home Service

17 Sunnybank Road
Aberdeen
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Telephone: 01224 648 954

Type of inspection:
Unannounced

Completed on:
20 August 2026

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2014325430

About the service

Cornerstone Sunnybank is a care home which is registered to provide a service to a maximum of four adults with a learning disability. The provider is Cornerstone Community Care, a large voluntary organisation and registered charity, which provides care services across Scotland. At the time of the inspection, three people were living in the home.

The service is located on the ground floor of a block of flats in a residential area of Aberdeen, close to the city centre. There are lots of services and amenities nearby, including shops, cafes, and bus routes.

About the inspection

This was an unannounced inspection which took place on 17, 18, 19 August 2026. 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 one of their family.
- Spoke with four staff and management and viewed survey responses from four.
- Observed practice and daily life.
- Reviewed documents.
- Viewed survey replies from two visiting professionals.

Key messages

- People said they were, and seemed to be, happy.
- The staff team were well trained and skilled.
- The atmosphere was calm.
- Staff were caring towards people.
- Managers understood the service and were focused on making improvements.

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

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 at a very good level. There were significant strengths in aspects of the care provided and these supported positive outcomes for people.

People benefited from comprehensive health assessments and associated care and support. Important activities such as medication reviews were planned and tracked to ensure they were completed. This was good proactive management that ensured people had regular reviews and the best support for their health. People benefitted from appropriate support from the multi disciplinary care team. Appropriate contact and referrals were made with professional colleagues such as dietitians, speech and language therapist, occupational therapists. Visiting professional staff said they had faith in the support being given, and were confident that their help would be sought if it were needed. The service acted in the best interests of people, and supported them with all health treatment and decisions.

There was a robust medication management system which adhered to good practice guidance. The storage, administration and recording of people's medication was easy to follow, and staff used it well. Effective records were kept if people did not take their medication, and these were used to consider the efficacy and requirement for the medication. Covert pathways were in place for occasions when people did not, or were not able to, consent to elements of their medication. The plans were clear, and good recording supported staff practice, ensuring that people got the most benefit for their health.

People's wellbeing, mobility and confidence were enhanced as the service promoted a person-centred approach to managing and preventing falls, and to people being transferred with the equipment best suited to their needs. People were encouraged to move regularly and remain as active as they could be, including going outside when possible. The garden had received attention from a relative, and staff were supporting people to maintain it, and also to enjoy using it. One person told me they had been watering the flowers, and that another resident has been supported by staff to water them.

People were enabled to go out of the house, for example to clubs, shops, for a walk. If something was planned in the activities for the week then it would definitely be supported. On days where nothing was planned the staff tried to make time to do activities with people. Sometimes people could be a little aimless and unsure what to do. In these instances the staff should give a little interaction even if they don't have time to do a full activity with someone. That would make sure that people were not lonely, and did not feel isolated.

People had support plans which were written individually, and reflected their wishes and needs. These plans were clear and easy to follow. Professional guidance was incorporated as required, for example instructions for using a hoist, or modifying people's diet for safety. Support staff recorded very good daily notes which talked about emotions as well as tasks. Where something had happened that needed to be recorded, for example someone had a disturbed night, this was cross referenced to the specific document which made everything easy to track and understand.

The staff were careful with people's finances. There was robust record keeping and daily checks to make sure all the cash was accounted for. People were enabled to save some money for large expenditure like a day out, or new furniture for their room.

People's wellbeing benefited from a healthy attitude to food and drink. People were enabled to choose meals they would like with a focus on fresh food and a varied and well-balanced diet. Staff prepared meals and snacks each day. They were served using appropriate adapted crockery, and at the place where the person enjoyed eating. People could be in the kitchen and help as much as they wanted, and were able to. People need have no concerns about their nutrition or hydration .

People's wellbeing could be assured by staff who were safely recruited and well trained, supported by a leadership team who maintained a focus on understanding the service and continually improving. The home was clean and uncluttered which helped people to enjoy living there.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.scot.

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

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