It has always been the intention to share any learning from the implementation of Local Cornerstone™ with interested parties in the social care sector in Scotland and the wider UK. Although the findings from the various elements will be of huge benefit to Cornerstone and their beneficiary group, it is also anticipated that other provider organisations, funders, commissioners and regulators will find the information of use. There is a wider applicability and interest in the research conclusions and, especially with an investment of public money, there is an expectation that reports are publicly available.

Local Cornerstone has continued to be implemented across the organisation during 2018 with promising results, instilling itself in both the way colleagues work and the support we provide across Scotland. These encouraging results ensure that we continue to put the people we support at the centre of our activity and assist them to live the life they choose.

Local Cornerstone continues to be of interest to like-minded organisations and we are pleased to share our experience of implementing our strategy and to demonstrate how it is positioning Cornerstone for continued success and a sustainable future.
Anther resource, the ‘Dos and Donuts: Your Guide to Recruitment’ is available to teams to assist them with recruitment. The resource was used by the team at Springhill, a service in Dundee, where not only colleagues but also the people we support helped decide who they felt would be best to join the team. The interview method chosen was bonding over a game of dominoes.

Local care and support teams (LCAST) are a key component of how we will achieve our strategic objectives. Providing up-skilled colleagues with the trust and empowerment that would not normally be seen in a typical hierarchical structure, results in teams continuing to deliver high quality care and support that enables everyone to live a valued life - the life they choose.

Today there are 50 LCASTs at various stages of operation across Cornerstone. This exponential growth demonstrates the belief and dedication our colleagues show in Local Cornerstone. We have provided colleagues with a clear direction and guidance on what is required to become a LCAST. Our newest resource, ‘So You Want to Become a LCAST Team Member?’ provides useful information in the form of a flowchart that gives colleagues a clear understanding of the steps and procedures required in becoming a LCAST. If you would like a copy, please contact enquiries@cornerstone.org.uk.
We have always been very open in sharing our Local Cornerstone journey with others who wish to hear about both the positive impact our new way of working has had, and the challenges we have had to overcome. Therefore it was a hugely proud moment when Edel Harris, Cornerstone CEO, had the opportunity to speak at the Business in the Parliament Conference to share the impact Local Cornerstone has had on the social care sector in Scotland. Sharing the stage with First Minister of Scotland Nicola Sturgeon provided a great opportunity to share our story with politicians and business leaders.

Edel's input received a great response, especially across social media with comments such as, “Edel Harris inspiring as always leading system change in social care” by Leona McDermid, CEO of Aberdeen Foyer and “Fantastic presentation by Edel Harris – valuing young people in the social care workforce and driving transformation” by Vivienne Dickenson, CEO CrossReach.

We pride ourselves on taking a pioneering approach to some of the challenges facing the care sector in the UK. Subsequently, there is a lot of interest in Local Cornerstone. We have hosted several study visits from external organisations keen to learn from our experience.

One such organisation is West House Care, based in Cumbria, who were keen to learn more about Local Cornerstone and the impact it has had on our ability to continue to provide high levels of care and support across Scotland.

Local Cornerstone was also the subject of interest from colleagues from the NHS in Torbay and Devon who were keen to learn about the ups and downs of implementing the new model. We hope that by sharing our story with other care organisations we can transform the way social care is delivered and demonstrate that we value social care as a profession.

It is not only other care organisations who have shown interest in our strategy. We have hosted study visits from businesses outwith the sector. Danobat is a company who describe themselves as a technologically advanced machine tool and production system manufacturer. They made the journey from Spain to Scotland to hear from us about the development of Local Cornerstone and how it has changed the way our organisation works.
Cornerstone colleagues from all across Scotland came together at the Colleague Conference held in the Apex Hotel in Dundee for a full day of informative workshops and networking. Colleagues were divided into four working groups, these groups were aimed at bringing colleagues from different Cornerstone branches together.

The workshops held throughout the day included one hosted by the Cornerstone Self Directed Support (SDS) service which involved a game of ‘Who wants to be a millionaire?’ - testing participants’ knowledge of SDS. Another workshop delivered by the team at Insights® focussed on the challenges that teams face and how they can be overcome. People with a learning disability provided an in-depth look into the work of the National Involvement Network (NIN) and our final workshop was a question and answer session with one of our local care and support teams.

The conference also featured an inspiring talk from our keynote speaker, Marcus Child, who both captivated and motivated the audience.

One of Cornerstone’s coaches Elaine Cochrane updated colleagues on where the organisation is in terms of establishing more LCASTs across the country. She also dismissed some of the common myths.

Elaine was joined by members of a team from Fife who told colleagues about their journey, including why they wanted to become a LCAST.

“Great positive energy, wished it had been filmed to allow us to share with others who were not able to attend and still have concerns about becoming a LCAST.”

“Was great to see a team so committed to how it can work. They all spoke honestly and are an inspiration to others.”

With our partners from CareZapp we have introduced some new ways of working that help to address some of the challenges facing social care providers in relation to sleepover hours. Overnight support has become an even more challenging area for Scottish care providers so what if there was a way to both improve the outcomes for clients and use the available resources more efficiently? Cornerstone and CareZapp are expanding a technology-enabled care project to test just such a solution. All findings to date indicate that it’s going to be successful. Homes have been fitted with a variety of sensors that can detect motion, open windows and doors, movement in bed and incontinence, and other events. Alert buttons can be customised as part of the package as appropriate. The support is personalised to the individual client’s needs. The CareZapp platform provides an overview of the activity to a locally based response team who can manage the needs of supported people. Alerts – also personalised – will notify this team immediately if there’s something that needs to be dealt with, with listening and video verification in place to assess the situation. In addition, the sensor data is translated into meaningful information that can be accessed by the person’s support network, including family.
One of our LCAs based in Stonehaven provide community support to adults with a learning disability. Since becoming a self-organised team they have made many local decisions that have hugely benefitted both the people they support and others living in the local community. They have transformed a shop in the town into a community hub that provides meaningful activity for the people they support. The people they support are involved in making products to sell in the shop with their homemade snowmen becoming a real hit this Christmas. They organise weekly social events including disco nights, karaoke and bingo. Last year the team went on holiday with some of the people they support, many of whom had never been on a holiday before. There is another trip planned for 2019. Please watch this short film which highlights some of the benefits to their colleagues of operating in this way. The film also demonstrates what can be achieved when people are trusted to do a great job.

This year Edel Harris had the opportunity to be interviewed for the Leadermorphosis podcast. The podcast explores the emerging world of self-management and the work of progressive organisations. Hosted by Lisa Gill, each episode features a guest thought leader or practitioner offering a unique perspective on new and innovative ways of working.

“Learn about the remarkable transformation journey of one of Scotland’s largest charities Cornerstone. The journey began by taking three months out of the business to visit inspiring companies around the world like Southwest Airlines and Buurtzorg. Two years in, Cornerstone has lost nine layers of management in favour of nurturing self-managing local care and support teams. Austerity has made it painfully tough for the social care sector, but here’s a story of how one organisation has reinvented itself and found innovative ways to deliver person-centred care.” - Lisa Gill.

“There’s a whole different culture emerging in the organisation… people feel free to make decisions, do the right thing, and use their initiative and creativity.” - Edel Harris.

You can listen to the podcast here.

We are willing to share our story with other organisations who may be considering change. If you would like to find out more about our pioneering strategy please contact us on 0300 131 3333 or visit www.cornerstone.org.uk where you can view both our strategic plan and request a copy of our ‘Local Cornerstone Year One Report 2018’.

You have received this newsletter because you have asked to be kept up-to-date with the progress of Local Cornerstone™. If you no longer want to receive the newsletter, please send an email to vanessa.finney@cornerstone.org.uk and we will remove you from the list. Thank you for your continued interest in our work.