

Nightingale Home Care Support Service

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Telephone: 01324 357961

Type of inspection:
Unannounced

Completed on:
27 September 2024

Service provided by:
Nightingale Home Care (Scotland) Ltd

Service provider number:
SP2022000019

Service no:
CS2022000033

About the service

Nightingale Home Care is registered by the Care Inspectorate to provide a Care at Home service.

It provides a range of care at home services, from domestic help to assistance with personal care tasks.

Their Aims and Objectives state "The service will provide a high standard of person-centred care to a person within their own home, the care needs will be specific to the person receiving the care and will be delivered with a committed approach ensuring robust accountability, "Because we Care." This service is a rights-based approach to care and recognises that every person is different, the service will provide this support to any adult over the age of 16 who have been assessed as requiring care, this can be for a short term, for recovery after an illness, hospital stay or illness, long term or for carer respite."

The service was supporting 200 people at the time of inspection. The service was registered on the 31 January 2022.

About the inspection

This was an unannounced inspection which took place on 25, 26 and 27 September 2024. 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 23 people using the service and relatives.
- spoke with seven staff and the manager.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People were happy with the service they were receiving and felt their needs were being met
- Staff felt well supported at work and found management to be approachable and responsive.
- The service had very good oversight of people's needs and good mechanisms in place to follow up or refer any concerns onwards as required.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

The service had a very good understanding of people's needs. People were supported with a variety of daily tasks which promoted their health and wellbeing. The service knew the level of assistance people required and the support they received was tailored with this in mind. People were encouraged to be as active in their usual daily routines as they could be with assistance provided where it was helpful. This encouraged people to be active and maintain their abilities as much as possible. One person told us "they close the curtains for me when the nights are drawing in, it's a little thing but it's nice. They always ask if there is anything else they can do before they leave. I'm happy with the service we are getting, I feel it's sufficient for our needs at present. We are asked if we need anything else and know we could ask for more assistance if we wished to."

People largely felt involved in the planning and implementation of their care package and felt involved in the continuation of their planned support. They were asked regularly if things were working well or if their care required to be adjusted to meet their changing needs. This meant people's needs were reviewed with them regularly so that the care they received continued to support them well. The service contacted people two weeks after starting support to check in with them and formal reviews were held at least once in each six month period.

Care plans were electronic and were clearly constructed with defined tasks for staff to follow. They could be altered quickly according to people's changing circumstances. People using the service, their relatives and staff could access the care plan and daily notes which was inclusive, transparent and promoted good information sharing. It was easy for people to contact the service if they needed to change the timing of a visit and the service endeavoured to be flexible. A good record was kept of daily care which aided staff in getting to know the person, their preferences and routines and how they liked things to be. An on-call service supported staff working in the field and a daily huddle ensured good handover of issues that were impacting people's health and wellbeing ensuring good actioning of these. This included discussion with the person, those close to the person and referring onwards regarding issues which were outwith the remit of the service to external professionals with whom the service had well established links. People found communication with the service to be good. This meant that people's care and support was consistent and stable because people worked together well.

If people had had an accident or incident whilst staff were present they responded appropriately. Good attention was paid to people's overall safety within their home. Staff checked the security of people's property and ensured people were wearing their MECS wristband before leaving.

People were generally supported by the same small group of people who they could form a meaningful relationship with. Staff were calm, pleasant and efficient whilst going about their tasks.

People receiving social support from the service were given an information pack which signposted them well to informal supports in their area. This meant that people were supported to participate fully as citizens in their local community in the way that they wanted.

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

People liked working for the service. They told us their induction training and probationary period gave them the relevant knowledge and support they required to work effectively with people using the service. Spot checks and regular supervision meant that management regularly checked staff were working within the Health and Social Care Standards, that they had formed good working relationships with the people they were supporting, that they were effectively following the person's individual plan of care and raising any issues or changes that required to be addressed. A good programme of ongoing training was available for staff and we saw condition specific training being offered to effectively meet people's needs. There were agreed clear expectations with people about how they behaved towards each other and these were respected.

There was a staff noticeboard within the office, which staff were encouraged to see as their space. This was regularly updated with events outlined for the month, information sharing, policies and engagement opportunities. Staff were kept up-to-date with training opportunities, guidance and other relevant information via email. Opportunities for staff to get together, both professionally and socially, were arranged to promote staff getting to know each other and work well as a team.

People using the service spoke positively about the staff who supported them. They felt that communication was good and the service was responsive when they contacted them. People were encouraged to give feedback regarding how they experienced their care and support and the service used this information within their ongoing improvement plan. People knew who was going to be supporting them, and could name their regular staff. The service could build on their current good practice in this area by involving people in the recruitment of new staff.

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

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