

Nightingale Home Care Support Service

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BRECHIN
DD9 6BB

Telephone: 07908815248

Type of inspection:
Announced (short notice)

Completed on:
24 April 2025

Service provided by:
Sally-Ann Garden trading as
Nightingale Home Care

Service provider number:
SP2017989446

Service no:
CS2018363947

About the service

Nightingale Home Care is registered to provide a care at home service for older people and people with disabilities living in their own home. The service provides support to people who live in Brechin, Angus and surrounding areas.

About the inspection

This was an unannounced inspection which took place on Tuesday 22 April 2025 from 4.00pm until 6.00pm, Wednesday 23 April 2025 from 9:30am until 5:30pm and Thursday 24 April 2025 from 8:30am until 4.00pm. 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 we:

- reviewed online surveys sent out prior to the inspection. We received feedback from 17 people using the service, eight staff members and six stakeholders;
- spoke with seven people using the service and eight of their families;
- spoke with seven staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

People, their families and professionals told us that outcomes for people were overwhelmingly positive. The service was repeatedly described as 'going above and beyond for people'.

People told us that their lives had improved due to the care and support they received.

The leadership of the service was approachable, responsive and visible to people and their families.

Staff were passionate in their role and felt well supported by the manager.

People benefited from a stable staff team who knew them well.

People experienced care and support which was flexible, tailored to their needs and at the right pace.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| How good is our staff team? | 5 - Very Good |
| How well is our care and support planned? | 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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

Nightingale home care provides a range of different support to people. The support and approach of the service promoted and considered all aspects of people's health and wellbeing. People and their families were involved in planning their support. It was flexible and tailored to people's needs. This included personal, practical, and emotional support.

There were positive relationships between staff and people which enriched people's lives. People looked forward to their support and benefited from a consistent staff team who knew them well. We observed warm, compassionate, and meaningful connections between people which supported excellent outcomes. People's rights were understood, respected, and promoted. There was fun and banter, and staff would engage in meaningful conversation throughout visits. One person told us, "Everything is at my pace and if I don't want my hair washed that day it is my choice, but it isn't just about getting a shower or care, it brightens my day having a chat, we talk, we exchange recipes and knitting tips too". Another person told us "Staff feel like my family."

The service worked in partnership with people and approached situations sensitively and respectfully. This included situations where risks were involved. We observed that people's rights and wellbeing were at the centre of any necessary interventions. Staff understood what was important to people. The feedback from people and their families was excellent. One person told us, "If it wasn't for the carers, I don't know what I would do, they would do anything for you." We repeatedly heard examples of when the service had excelled, and this supported outstanding outcomes for people. One relative told us "Staff stay longer if my mum is feeling anxious" and another person told us that during a very difficult time staff supported their mental health as well as their personal care needs.

The values of the service were visible throughout the staff team and reflected the Health and Social Care Standards. The service demonstrated an outstanding commitment to person centred care and all of people's needs, including family members. Families, people and professionals commented on and praised the values of the service. One relative told us "The staff are an outstanding group of people". People reported that they felt lucky to have support from the service as it improved their lives. A relative told us, "We can have a laugh with them and it's a pleasure to have them in our home, his life would be much worse if he didn't have the amazing care from Nightingale."

One professional shared that "nightingale go over and above to deliver person-centred care to individuals in Angus". We observed an example of this when the service supported someone round the clock with end-of-life care. Staff understood the person's needs and end of life wishes.

The service regularly advocated for people and made referrals to external professionals. This helped ensure people received the right support at the right time. The service had good working relationships with other agencies, and we received extremely positive feedback regarding this. The manager was very flexible and creative with care packages to ensure people's needs were met. We observed that the approach and engagement of the manager and service had empowered people.

People were supported to be as independent as possible. One person told us they felt their rehabilitation had improved. This was due to staff taking time to support them to walk independently and said, "staff listen, they let me do it myself but are there if I need them". We repeatedly observed excellent outcomes for people. We were advised by a relative that the approach of staff had helped reduce someone's stress and distress. This meant the person had been able to continue to live at home which was what they wanted. Staff had enough time with people, and people told us their care and support was not rushed. Staff would often stay longer if more support was required.

The manager of the service also provided care and support to people which people valued. One person said, "It is good the manager comes out too, that is good leadership." The manager regularly observed staff practice and had undertaken a self-evaluation to support improvement and development of the service. The service regularly consulted with people and their families for feedback about the service which contributed to service development. People told us they felt able to raise any issues with staff or management and were confident that anything raised would be dealt with.

Communication throughout the service was excellent and handover information was clearly documented to ensure staff were fully informed about people's needs or any issues. The service also had a business contingency plan in the event of adverse weather or crisis, this ensured that there was a plan to support people if this happened.

How good is our staff team?

5 - Very Good

We found significant 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 observed that the service followed safer recruitment guidance and staff were recruited safely. This meant that all the appropriate checks had been carried out prior to starting post. Staff had an induction process which included mandatory training. Some staff were also being supported to complete SVQ qualifications. This helped ensure that staff had the necessary skills and competence to support people. We observed that some induction paperwork had not been signed as completed. We were confident that the manager of the service would review and address this.

Staff had access to regular one to one supervision and an annual appraisal. This helped review progress, identify learning needs, and support staff. Staff reported a high level of satisfaction in working for the service. Staff told us they felt supported, morale was good, and the manager was responsive. We observed that staff wellbeing was also a priority and staff felt valued. The manager also facilitated group supervision which helped involve staff in supporting each other and promoted a solution focused approach. This meant staff were working together and contributing to the development of the service.

People benefited from a stable staff team which meant they received consistent support from staff they knew well. The service also had relief staff and felt that any periods of annual leave or sickness were manageable. Staff rotas were planned and there was flexibility depending on people's needs as the team worked well together. Staff felt that they had enough time during visits and between visits and did not feel rushed. This meant people did not feel pressured and care and support was at their pace. The service did not have any missed visits at the time of the inspection.

Staff were passionate in their role and committed to supporting and improving the lives of people. One person told us, "It is the quality of the staff. It does not matter who comes, they are extremely caring. I do not know how they manage it; they are so genuine."

How well is our care and support planned?

5 - Very Good

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

People's personal plans were person centred and provided clear information about people's needs which included their views and wishes. The plans included appropriate legal information and risk assessments. This meant that staff had the right information regarding people's capacity to make choices or decisions. People and their families had been involved in their care planning and people received care and support tailored to their individual needs.

Information about specific health information was clearly documented in people's plans, which included information about specific health conditions. Some plans included guidance and information from district nurses also. This meant staff had the right information to support people and meet their needs.

Review meetings were held within the required regulatory timescales and people and their families participated in the meetings. This provided the opportunity to discuss any changes to people's needs and obtain feedback on the service. This supported the continuous improvement of the service. We observed that some minutes of review meetings could be more detailed to reflect people's outcomes and evidence participation.

People's daily communication notes described the care and support carried out. We observed that some notes were evaluative and commented on people's wellbeing and outcomes, but others were more task focused. We discussed this with the manager and were confident that this would continue to be developed.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| 1.3 People's health and wellbeing benefits from their care and support | 6 - Excellent |
| How good is our staff team? | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |
| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

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