

Nightingale Home Care Support Service

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Type of inspection:
Unannounced

Completed on:
25 January 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 169 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 23, 24 and 25 January 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 six people using the service and six relatives.
- spoke with nine staff and management.
- observed practice and interaction with service users.
- reviewed documents.

Key messages

- People were very happy with the service they received
- People told us communication was very good
- People had very good relationships with their carers and spoke very highly of them
- People were treated with dignity and respect
- Staff were well supported at work
- The service was well managed and responsive to people.

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 leadership?	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 three quality indicators;

1.1 People experience compassion, dignity and respect.

1.2 People get the most out of life

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

We assessed the service as very good for all three quality indicators which means overall we evaluated this key question as very good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Prior to the service commencing, a member of the management team goes out and individually meets with people proposing to use this service. This gives people the opportunity to discuss the assistance they require and how they would like it to be delivered. This meant that people were involved in their assessment and given the opportunity to decide if the service was right for them. People spoken to felt listened to and valued as experts in their needs and how they would like their care to be delivered to them.

Care plans contained life history work which gave staff background to the person which encouraged seeing the person as an individual. Care plans made clear what the person would do for themselves, thereby encouraging them to self care and to maintain their skills as far as possible. Staff had established very good relationships with people using the service and demonstrated via observations of their practice and in discussion that they knew the people they were supporting well. People found staff to be reliable and they knew who was going to be visiting them and when. People received care from a consistent group of staff which meant they received good continuity of care with associated benefits. One person told us "The carers that attend me are absolutely amazing. So kind, caring, and make me feel that have all the time in the world despite their busy schedules. I am blessed to have regular carers each week day and they are a particularly great blessing. They come in, always use protective clothing for infection control and always so cheery. They have made such a positive impact on my mental health as I feel so safe with them. They know my daily needs and efficiently help me. It is particularly helpful to have the regular continuity as it saves all the tiring explaining that is necessary when it is different people all the time."

People were supported to make choices at the visits I observed and their choices were respected. Staff paid attention to what was important to the person. People were supported by staff who were encouraging and professional in their approach. People spoke highly of the staff who supported them. They found communication to be good and that their quality of life was enhanced by the care they received.

The service understood the importance of knowing people and working with them to promote best outcomes, for example people with dementia who required more support to eat well, drink well or accept less favoured tasks such as showering. Care planning was very personalised to the individual and their particular set of needs. Staff worked with people at their own pace and by doing so assisted people to achieve good standards of care, including self care. This enabled people (amongst other things) to maintain good personal hygiene reducing the risk of infection and skin breakdown, whilst promoting people's self worth and overall wellbeing.

The service used an online app which allowed a live rapid response to people using the service and their families. Staff mentioned that this was a further method of good communication and a reassurance for people as it flagged up any concerns or issues staff may have which families could then action. One person told us "The service provided by Nightingale has been excellent. The system of communication is much better than I expected having an app which enables me to check daily how my mum is doing. I can see what she has eaten, how she is feeling and any observations the carers have noted. This has been extremely reassuring to me living far away from my mum. It also gives me things I can mention to her on the telephone when I call her daily. The app includes a message system which I use to let them know when I will be taking my mum out so they can plan accordingly. I can see in advance the days, times and which carers are booked in to look after my mum each week."

Staff received a good induction which included training in issues which were relevant to the needs of supported people. Good support for staff included spot checks and medication competencies to ensure people's needs were met. The online app means that staff could exchange pertinent information easily.

The service had good oversight of people's health needs. Care was well planned and well organised. The service had a medication policy and demonstrated people were supported to take their medication safely which promoted good health. Staff encouraged people to wear their MECS pendants/wristbands at each visit to promote their safety. Staff had good access to PPE which served to protect people from the avoidable spread of infection. The service had good relationships with external professionals in the area and knew when and where to refer people if their needs were outwith the remit of the organisation.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where there were major strengths in supporting positive outcomes for people.

2.2 Quality assurance and improvement is led well.

The service sought the views of people using the service in a variety of ways including assessment, care planning, reviews, courtesy calls and surveys. Reviews were being held in good time and whilst we have no concerns about communication within the service these did not always contain a lot of detail and this was discussed with the service at feedback.

People were asked their views regarding the staff supporting them, and the feedback obtained was very positive. This meant people could meaningfully contribute to the evaluation of the service they received. One person told us "I was contacted shortly after my care started, to provide feedback, check I was happy and invited to share any thoughts on how the care was given. I felt fully informed and involved in my care and my daughters could have been included in this review process if I had wanted or needed. I have also been able to see my day to day notes, care plan and bookings, including times and carers attending each day, via the Open Pass app. My daughters are also able to access this and that has given them great peace of mind."

People were comfortable contacting the service if they needed to and were confident any issues raised would be addressed. One person spoken to felt that "Communication from the office staff can be improved. Service user is happy with the carers." People told us they often passed information to management via their carers and found this helpful.

Staff told us that communication was good and they were well supported in their roles. A daily huddle was held where the management team discussed matters arising which meant they could be responsive to people's changing circumstances. Information was shared with staff regularly which kept them informed regarding things pertinent to their role. A system of spot checks, supervision and appraisal was in place to monitor staff performance and training in areas of care relating to people being supported by the service was in place.

The manager had good oversight of the service and the needs of people being supported. Staff understood their responsibilities to record accidents and incidents, concerns and near misses, and to report them internally and externally, where appropriate. The service's digital system ensures they maintain an up-to-date overview of all relevant areas of the service on an ongoing basis. Regular audits were carried out by the service with a view to identifying any areas of improvement. The service's development plan was very well considered. The service measured itself against the relevant quality framework and the HSCS. This meant that people benefitted from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure the service remains responsive to incidents within the service which may result in significant deterioration in people's health and wellbeing they should review and enact the current guidance regarding statutory notifications to the Care Inspectorate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 3.21 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.'

This area for improvement was made on 1 March 2023.

Action taken since then

Checked accidents, incidents, etc and they were appropriately recorded and actioned. This Area for Improvement has been Met.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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