

# Nightingale Home Care Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
1 March 2023

**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 43 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 27 and 28 February and 1 March 2023. 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 three 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 receive
- People said communication with the service is good
- Staff enjoyed working for the service
- People were involved in the assessment of their needs
- People's needs were regularly reviewed by the service to ensure it continued to meet their needs.

## 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.**

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

**1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedures.**

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.

People were involved in the assessment of their own care and how they would like it to be delivered. Care was reviewed after six weeks and regularly thereafter to ensure that it was working well for people. One person told us "My aunt is very independent and knows what she wants with very high standards and she is happy with them. She didn't have time for her previous care team. They take time to listen to her, give her choices and respect her dignity."

Following assessment of need people received a care plan. These were provided via an electronic portal which people could access if they had a smart phone or tablet. People could use the electronic portal to message the service and to check the rota of their staff. Not everybody using the service did have electronic access and the service advised that people's care plan could be made available in alternative formats. Care plans were easy to follow and information staff needed to know was easily accessible. This meant people received good continuity of care.

People's support was focused on outcomes specific to them. Choice was promoted regarding how support was provided. Staff encouraged people to be as independent as possible in order that they maintained their skills and abilities, which in turn promoted their wellbeing and self worth. All About Me information gave background and life story detail which aided staff to know and understand the person they were supporting. Daily notes were kept which meant that family members could see how things had been for their relative that day and that other staff members could be updated. One person told us "We are happy with the service. We like the app, my sister is not local and it means she can check on how things are without having to phone." This meant people's support was stable because staff worked together well.

There was good oversight of people's health needs which were individual to each person. The service had a range of assessment tools at their disposal in order to gauge where and to what level people required support with identified health needs. This included continence, catheter, falls, safer people handling and medication risk assessment. These were reviewed in line with people's general care plan meaning the service had a current picture of people's needs and any medication they were taking. This meant people were supported to take their medication safely.

The service tried to schedule visits at times that suited people best where possible, showing respect for people's routines. One person told us "At the beginning, times were not what my dad wanted but they said they would adjust them when they could and they have. His times really suit him." People liked the staff supporting them, found them reliable and responsive. One person told us "The girls are lovely. They go above and beyond for my Dad. They don't clock watch and will wait to deal with any issues" and another said "They are on time and spend the full time allocated to her. If they are going to be late, they notify us. They are excellent."

There was a range of risk assessments associated with the service which promoted the safety and wellbeing of people using it and also the staff team. The service kept a record of any accidents and incidents which had occurred. We saw an example of an incident which had not been reported to us (although had been appropriately reported elsewhere) and we discussed this with the manager at feedback. (See Area for Improvement 1).

The service had policies in place which supported good infection control practice. Regular handwashing was encouraged. Staff had good access to PPE. A contingency plan was in place should there be an outbreak of infectious disease.

### Areas 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.'

## 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 evaluated the experience of people using the service on a regular basis and in a variety of ways, such as phone calls and a review shortly after they began using the service. This meant that people were asked their views regarding the support they received at an early stage in order to ensure it worked well for them. People and those important to them contributed to their care plan and its review. People found communication to be good and that the service was responsive to their needs.

Staff liked working for the service and felt well supported in their role via training, spot checks and good communication. The service is recently established and the management team have invested time to team build and foster a positive working environment for staff. There was regular consultation with staff regarding various aspects of the service which empowered staff to develop their skills. Going forward the service intend to formalise further opportunities for staff development and the exchange of learning via team meetings. We will look at this at the next inspection.

The service follow Safer Recruitment guidance and the manager has good oversight of Scottish Social Services Council (SSSC) registration of staff. People found the service to be very reliable and liked the people who were supporting them. People told us that staff always came when they were supposed to and this meant that they trusted that their support would be provided as agreed.

The service had established good links with external professionals in the area and worked in partnership where necessary to promote positive outcomes for people.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	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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