

Nightingale Home Care Support Service

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Telephone: 01324 357961

Type of inspection:
Unannounced

Completed on:
20 June 2025

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 199 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 9, 10 and 12 June 2025. 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 21 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 met
- People found the service was easy to contact and responsive
- People felt involved in the planning of their service and felt the service responded well to any changes
- Staff felt supported at work and that management were approachable
- The service had good systems in place to review and reflect on care provided and ensure that issues arising were appropriately actioned.

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
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?

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 met people prior to starting the service in order to discuss the support they would like to receive from the service. This information formed the basis of people's care plan and people could access their care plan information via the service's app. The use of the app promoted good flexibility for people using the service because they could use it to pass on information, rearrange or cancel visits. Additionally a service user agreement made clear what people and the service could expect from each other.

People were usually supported by the same staff. This meant they could form a comfortable working relationship both felt comfortable with. People liked the people supporting them. One person told us "Simply the best..... ", another said "Very impressive, organised service. All staff have been so caring, pleasant and supportive to my Mum. An absolute life saver for us. Couldn't praise the team more highly." One person receiving social support, felt that not all staff were engaged to the same degree , saying "Some carers are better than others in terms of executing the personal plan and details, whilst some take shortcuts. Social care is great when the staff want to be engaged in activities. They should always look to engage, read a book, newspaper, do a cross word or game anything other than sit on their phones due to client sleeping."

Staff spoken to knew the people they were supporting and how they liked their support to be provided to them. The service listened to the people they were supporting and we saw an example of a person requesting a change in their routine to support better physical comfort and pain relief and this being actioned. People told us that communication with and amongst the service was good and this promoted good care and effective outcomes for people. One person said "Our experience with Nightingale has been consistent and very very caring. We, my parents as clients and me as carer and advocate on their behalf, are all extremely happy with the service we receive from Nightingale" and another said "We have no complaints about the care we receive. All carers who attend us are all very friendly."

People were asked how they experienced their support in various ways. This helped to ensure that the support they were receiving worked well for them. Reviews were generally being held in good time and referred to the direct support people were receiving and also their wider experience of using the service, including staff practice and infection prevention and control which contributed to their safety, security and health promotion.

The service had good oversight of people's health and wellbeing needs as they pertained to the service they were providing. Staff received a good range of training which related to the needs of people using the service, and good quality assurance methods ensured that the quality of care was consistently very good across the organisation. When issues arose which were outwith the remit of the service these were referred to relevant external professionals in the area with whom the service had built good working relationships. Staff were encouraged to report any health or wellbeing changes to the office. A daily huddle was held by the management team which ensured that this information was appropriately recorded and actioned.

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.

The service had undergone a period of change over the last while due to management changes, but a stable and well trained staff team meant that people continued to receive consistent and stable support because people worked together well.

They have recently introduced a new screening process for staff being recruited into the service which promotes current best practice guidance in relation to recruitment. Staff undergo a rigorous induction and probation period which is tailored to their learning requirements. The service would like to involve people using the service in the recruitment and onboarding of new staff and are considering ways in which to best achieve this.

There was a system for staff development which was attuned both to the needs of people using the service and staffs' requirements for registration. This included spot checks and supervisions which helped to ensure that staff were applying their training into practice and that people were being supported to meet their outcomes. Staff were supported whilst working via an on-call system which meant they could access support or advice from the management team if they needed it. One staff member said "They try their best to maintain work life balance, hence promoting better health for carers which promotes better performance at work. Another said "They give a first class service and first class support to their Clients, and support staff like they would support themselves."

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. A culture of reflection and ongoing improvement was encouraged. Staff were encouraged to examine their strengths and to reflect on anything they could do differently in order to best meet the needs of people using the service.

Staff felt supported by their management whilst acknowledging the busyness and pressure of their role, with one saying "Not enough time for some clients to support and care for them, ending up providing care in a rushy manner" and another saying "Some 15 minutes calls have more tasks to do we will be working under pressure."

People using the service spoke positively about the staff who supported them. They generally received support from a small core group of staff they were familiar with and felt that this improved the quality of support they received. People did not feel their support was as personalised to their needs should alternative staff be provided due to staff absence. One person told us "Ad hoc carers don't know to wash dishes and empty bins and put out plastic food containers. Dishes lie in sink till I can manage, with difficulty, as my mobility is poor now, to wash them. Plastic food containers etc. just pile up in the kitchen. My allocated carers deal with all these issues. Overall, though my care is good however" whilst another said "My mum's utmost worry is going to the toilet, she is managing and happy with the time and calls she is having. She would like to have the same staff all the time for visits because regular staff know my mum's needs and wants."

How well is our care and support planned?

5 - Very Good

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

Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes

People had a support plan in place which was individual to them. They contained information specific to the person and their planned support. They were outcome focused and person centred. Good attention was paid to people's wishes and preferences. People could access their care plan via the digital care planning app if they wished to.

Risk assessments were in place to ensure that support was delivered in a way that kept people and staff safe. People said that staff were responsive to them and they were happy with the support they received. This meant people's support plan was right for them because they set out how people's needs would be met as well as their wishes and choices.

The service checked with people in the early stages of providing their support to ensure that things were working well for people or if any changes needed to be made. Following this care plans were formally reviewed.

People said they could contact the service easily or speak to their carers if something needed to be altered. We saw that care staff paid attention to what people said and passed it to the management team for actioning. The service hold a daily meeting to discuss the people they support and any issues that have been raised with them, ensuring good follow through.

Referrals were made onwards should an issue be outwith the remit of the service. The service took people's safety seriously and raised protection concerns with the appropriate people, and kept a record of any actions taken.

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
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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