

Nightingales Community Care Limited

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Inspection report

Enterprise House
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Date of inspection visit:

23 May 2023

24 May 2023

29 June 2023

Date of publication:

10 October 2023

Ratings

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

About the service

Nightingales Community Care Ltd is a domiciliary care agency providing personal care and support to people living in their own homes. Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do, we also consider any wider social care provided. At the time of inspection 11 people were receiving personal care.

People's experience of using this service and what we found

People and relatives were happy with the service and the care people received. They were complimentary about staff calling them "efficient" "caring" and "friendly." Comments included, "I couldn't manage without them (staff). They are gentle, caring and compassionate."

There were systems in place to keep people safe. Staff safeguarded people from abuse. Risks to people's health, safety and well-being were managed. There were enough staff to meet people's needs and safe recruitment processes were followed. Medicines were safely administered and managed. The provider had effective systems to review incidents, check appropriate action had been taken and identify learning. The provider and staff protected people from the risk or spread of infection.

The service was well managed. The provider, manager and staff promoted a positive culture in the service. People and relatives were complimentary about staff and the care people received. The provider had an effective quality assurance process in place which included regular audits and spot checks. People, relatives and staff were regularly consulted about the quality of the service through regular communication, meetings and reviews.

For more details, please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 23 December 2017).

Why we inspected

This inspection was prompted by a review of the information we held about this service. As a result, we decided to undertake a focused inspection to review the key questions of safe and well-led only.

For those key questions not inspected, we used the ratings awarded at the last inspection to calculate the overall rating. The overall rating for the service has remained good based on the findings of this inspection. We found no evidence during this inspection that people were at risk of harm. Please see the Safe and Well-led sections of this full report.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for

Nightingales Community Care Ltd on our website at www.cqc.org.uk.

Follow up

We will continue to monitor information we receive about the service, which will help inform when we next inspect.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Good ●

The service was safe.

Details are in our safe findings below.

Is the service well-led?

Good ●

The service was well-led.

Details are in our well-led findings below.

Nightingales Community Care Limited

Detailed findings

Background to this inspection

The inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements and regulations associated with the Act. We looked at the overall quality of the service and provided a rating for the service under the Health and Social Care Act 2008.

Inspection team

The inspection was carried out by 1 inspector and 1 Experts by Experience. An Expert by Experience is a person who has personal experience of using or caring for someone who uses this type of care service.

Service and service type

This service is a domiciliary care agency. It provides personal care to people living in their own homes.

Registered manager

This provider is required to have a registered manager to oversee the delivery of regulated activities at this location. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Registered managers and providers are legally responsible for how the service is run, for the quality and safety of the care provided and compliance with regulations.

At the time of our inspection there was not a registered manager in post. A new manager had been recruited and they were going through the process to become registered.

Notice of inspection

We gave the service 24 hours' notice of the inspection. This was to request information about the service, people and relatives and to make sure the provider or manager would be available to support the inspection.

Inspection activity started on 23 May 2023 and ended on 29 June 2023. We spoke with people and relatives on 24 May 2023, reviewed evidence sent to us and visited the office on 29 June 2023.

What we did before the inspection

We reviewed the information we held about the service. We used the information the provider sent us in the provider information return (PIR). This is information providers are required to send us annually with key information about their service, what they do well, and improvements they plan to make. We sought feedback from the local authority contracts monitoring and safeguarding adults' teams and reviewed the information they provided. We used all of this information to plan our inspection.

During the inspection

We spoke with 3 people and 8 relatives about their experience of the care provided. We spoke with the manager, the business support manager and the care co-ordinator. We also received feedback from 6 care staff members

We reviewed a range of records including 3 people's care records and medicines records. We looked at recruitment records for 2 members of staff. A variety of records relating to the management of the service, including policies and procedures were also reviewed.

Is the service safe?

Our findings

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm.

At our last inspection we rated this key question good. At this inspection this key question has remained good. This meant people were safe and protected from avoidable harm.

Systems and processes to safeguard people from the risk of abuse

- Staff protected people from harm. People and their relatives felt the service was safe. One person said, "I feel safe. Everyone has been marvellous. They (staff) always ask if I need anything They (staff) are very caring, nothing is too much trouble."
- Staff understood the whistle blowing procedures and were confident to raise concerns, if needed. One staff member said, "I am confident that I would be able to raise concerns using the whistle blowing procedure. I have never had to do this before, but I know that the procedure is in place and that it would be taken seriously."

Assessing risk, safety monitoring and management; Learning lessons when things go wrong

- Senior staff assessed and managed risks to people's health, safety and wellbeing.
- Individual and environmental risk assessments were put in place and reviewed regularly, to support people to remain safe.
- The provider had effective systems to review incidents, check appropriate action had been taken and identify learning.

Staffing and recruitment

- There were enough staff deployed to meet people's needs. The service was divided into different areas where possible and staff were allocated to those.
- People and relatives fed back that care staff were mainly on time, although sometimes, early or late calls could occur. Relatives told us, "They (staff) are very good. They are punctual and come from the same pool" and, "The time carers arrive varies but they always explain why they are early or late (when this occurs)."
- The manager acknowledged that there had been some issues around the timeliness of calls due to travel and traffic issues. They had implemented changes to improve time efficiency.
- Staff were recruited in a safe way. The provider had effective recruitment and selection procedures in place which included all appropriate checks.

Using medicines safely

- Medicines were managed safely. The provider has systems in place to help ensure medicines were administered in line with people's needs.
- Medicines were administered by trained and competent staff.
- Regular medicine checks and audits were carried out to identify any errors and take appropriate action.

Preventing and controlling infection

- Staff protected people from the risk of infection. Staff followed appropriate infection control measures

such as regular hand washing and wearing appropriate PPE when supporting people. People and relatives told us that staff always wore PPE appropriately during calls.

- The provider had systems in place to check that staff followed infection prevention and control guidance.

Is the service well-led?

Our findings

Well-Led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture.

At the last inspection this key question was rated good. At this inspection this key question has remained good. This meant the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.

Promoting a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people

- People were at the centre of the service and staff supported them to improve their well-being and achieve positive outcomes.
- The service was well-managed. People and relatives were happy with the service provided. One relative said, "The manager is approachable, and the carers are efficient, polite and pleasant."
- Staff enjoyed working for the service and were passionate about their roles. One staff member said, "I enjoy working for Nightingales Community Care Ltd. I like the fact that I am able to make a difference in the lives of the people I care for."

How the provider understands and acts on the duty of candour, which is their legal responsibility to be open and honest with people when something goes wrong; Managers and staff being clear about their roles, and understanding quality performance, risks and regulatory requirements

- The manager and staff understood and acted on the duty of candour, to promote open communication and keep people safe.
- The manager submitted statutory notifications, in a timely way, for significant events that occurred, such as police incidents.
- Quality systems were in place to monitor service delivery and identify improvements.

Engaging and involving people using the service, the public and staff, fully considering their equality characteristics; Continuous learning and improving care; Working in partnership with others

- Feedback from key stakeholders was used to improve the service. People and staff were asked to share their views of the service via reviews and regular communication.
- People, relatives and staff felt the manager was approachable and listened to them. Some relatives told us of issues they had raised with the manager and explained these had been resolved and apologies had been given.
- Staff felt listened to and valued. One staff member said, "I am able to make suggestions or raise issues. My suggestions are always listened to, and I usually get feedback on them. I feel that my feedback is valued, and that it helps to improve the service."
- The provider, manager and staff worked in partnership with other health professionals such as GPs, occupational therapists, district nurses, consultants and the local authority to achieve positive outcomes for people.