



## Inspection Report on

**Nightingales Nursing Recruitment Agency Ltd**

**Nightingales Nursing Ltd  
46 Upper Thomas Street  
Merthyr Tydfil  
CF47 0BN**

## **Date Inspection Completed**

03/04/2024

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## About Nightingales Nursing Recruitment Agency Ltd

Type of care provided	Domiciliary Support Service
Registered Provider	Nightingales Nursing Recruitement Agency Ltd
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	19 October 2022
Does this service promote Welsh language and culture?	This service does not provide an 'Active Offer' of the Welsh language and does not demonstrate a significant effort to promoting the use of the Welsh language and culture.

### Summary

Nightingales Nursing Recruitment Agency Ltd provides bespoke care and support for people who have a primary health need and receive Continuing Health Care (CHC) funding for their complex care needs.

People receive care and support from small, individual teams of care workers who receive specialist training in complex care tasks. Care plans and risk assessments are detailed and thorough, clear and concise. Reviews are completed alongside people and their representatives, and the Responsible Individual (RI) and field supervisors excel in keeping regular communication with people receiving care and support, their families, and their staff team.

Staff are very well trained and supported in their roles. They trust and respect the management team and would recommend the service as a place to work. Robust quality assurance processes feed into the RI's excellent oversight of the service. The RI strives to keep abreast of any changes or developments in the nursing/care sector, with an ongoing motivation to maintain the high standard of care Nightingales deliver.

## Well-being

People receive a bespoke package to support complex care needs. Each person has a small, individual team of care workers; care workers can work on more than one team but do not travel from person to person throughout the day. This continuity of care means that people develop a very good relationship with their care workers, and care workers are familiar with people to be able to understand their needs and anticipate them if necessary. Daily care can be flexible based on need. Effects of sickness or long-term absence are also contained within the smaller teams, due to the effective contingency planning.

People are supported to be as healthy as they can be. Nightingales works with a team of Continuing Healthcare professionals, such as specialist nurses and occupational therapists. Care workers are trained in specialist medication administration or health interventions as required. Information about specialist interventions is detailed in people's personal plans and there is an up-to-date medication policy available to care workers if required. Medication stock and administration charts are audited monthly. Medication training is completed as part of a thorough induction process.

There are systems in place to protect people from harm and abuse. All staff complete safeguarding training and have regular refreshers. Care workers report that they have an excellent professional relationship with their supervisors and manager/RI and would feel confident to report any concerns and them be responded to. There is an up-to-date safeguarding policy available for staff to consult.

## Care and Support

Feedback from people and their relatives/representatives about the standard of care and support they receive from care workers and management at Nightingales is extremely positive. They told us:

*“The quality of care given to our young adult is very good. Nightingales have put in a dedicated team of carers”,*

*“The family have built an excellent relationship with Nightingales over the years and know that Tom or one of his team are always available if a query or issue arise. This has been very reassuring”,*

*“As a company their level of care and support is of a very high standard, which I personally appreciate. What makes them stand out, is their genuine care and willingness to listen”.*

A professional who works closely with the service told us:

*“If [the manager] has a particularly complex or hard to manage package he is always prepared to go the extra mile to find solutions and try to support/sustain it. He is a very hands on manager and will meet or call patients and relatives on a regular basis which I feel gives his service a personal touch”.*

Assessments are made with the complex care team prior to an individual receiving a package of care from Nightingales, to ensure their complex needs will be able to be met. The manager is passionate about keeping the number of people receiving care limited, so the high standard of care and oversight can be maintained. Personal plans and risk assessments are detailed, concise and logical to ensure people receive the right care at the right time. Reviews of care needs and provision are completed regularly, both internally for Nightingales and as a wider review with the complex care team. We saw evidence and received feedback that individuals and their families are consulted and contribute to these reviews in ongoing conversations with the Nightingales team. There is a strong element of collaboration with people and their representatives. The RI has excellent involvement and knowledge of each individual case. There is regular communication between care workers, field supervisors, and office staff, ensuring everyone is informed of any issues or changes as they arise.

There are relevant, up to date and comprehensive policies and procedures in place at the service to underpin excellent standards and practice. There is a complaints process for issues to be raised formally, however the close professional relationship between the management and individuals means these are often addressed and responded to quickly and with good resolution.

## Leadership and Management

There is a very positive atmosphere in Nightingales, and staff morale and job satisfaction is very high. Staff members told us:

*“I would definitely recommend Nightingales for somewhere to work, I really enjoy my job”,*

*“There was a thorough introduction to me joining a care team, meeting the person beforehand, shadowing, and the training for what they need”,*

*“The staff team are so happy here, really great morale, and they really want to support each other”.*

People are supported by an individualised team of care workers, who are recruited and vetted safely for their roles. The recruitment process is thorough and vetting checks updated as soon as needed. All staff complete a range of mandatory and specialist training, with individual teams receiving the required training for the complex care needs of the person they support. The RI invests heavily in face-to-face training, as opposed to online training, to ensure care workers get a practical and personal learning experience. Refreshers are kept up to date, to ensure care workers have the most current knowledge and skills to maintain high standards. Care workers told us that they also get support from field supervisors if they are unsure of practical care tasks or want to discuss their knowledge or skills.

Staff are well supported and feel valued in their roles. Supervision sessions, between staff members and their line manager are completed regularly. Feedback from staff emphasised the excellent working relationship between management, office staff and field staff and a trusting, open culture of sharing information and concerns.

There are thorough quality assurance processes in place, and the RI is passionate about continual improvement of the standard of care and support being provided. Field care supervisors visit every individual and their team of staff once a week, and the RI meets in person with every individual every three months as part of their quarterly quality monitoring. Field supervisors complete regular spot checks to monitor quality of care during calls, staff timekeeping and conduct. Medication is counted and administration records are audited regularly. People, staff and professionals are sent feedback questionnaires as an additional way to give their opinions. The RI has extensive knowledge of every person who receives care from Nightingales and is heavily involved in the day to day running of the service, leading their team personally to maintain a bespoke, curated service.

### Summary of Non-Compliance

Status	What each means
<b>New</b>	This non-compliance was identified at this inspection.
<b>Reviewed</b>	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
<b>Not Achieved</b>	Compliance was tested at this inspection and was not achieved.
<b>Achieved</b>	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

### Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

### Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
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