Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Nightingales Nursing Recruitment Agency Ltd

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

01685382999

The inspection visit took place on 25/09/2025

Service Information:

Operated by:	Nightingales Nursing Recruitemnt Agency Ltd
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The service provider is not meeting the Welsh language and culture needs of people and this requires improvement.

Ratings:

Well-being	Excellent
Care & Support	Excellent
Leadership & Management	Excellent

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. The number of people being supported has remained the same since the last inspection, with the service ensuring a high standard of care is maintained by keeping the size of the service small.

People receiving care and support from Nightingales experience excellent wellbeing outcomes. They are constantly consulted on their wishes and opinions, and self-direct their activities and time with their support workers wherever possible. There is a strong ethos of open communication, and concerns or complaints are acted upon swiftly and professionally.

The care and support delivered to people is excellent. As people have complex health and care needs, support staff are given detailed and thorough information about each individual and have an introductory and shadowing period to improve familiarity. There are detailed reviews held alongside with the Local Health Board, ensuring holistic care is delivered at all times.

The leadership and management of the service is of an excellent standard. Support workers receive bespoke, specialist training and are well supported by present and involved supervisors and RI/manager. Care teams are individually allocated to each person, providing excellent continuity and minimising any effect of sickness or absence in the team.

Findings:

Well-being — Excellent

People are treated with dignity and respect. They are actively supported to identify their well-being outcomes and encouraged to use and build on their strengths. The service provider emphasises independence and choice through proactive risk management by support workers. Support workers offer extra help in daily decision-making with attentiveness and empathy. People are supported to access the community for leisure and recreation when they wish. They are encouraged to choose their own activities and trips, or tasks that support their independence where possible.

People are encouraged to express their concerns and preferences, reinforcing a positive culture where their involvement is highly valued, and their rights and dignity are consistently upheld. The RI/manager meets with every individual receiving care from Nightingales every three months as part of their quality assurance processes. This has built up strong relationships with people and their families and provides frequent opportunities to raise and discuss any concerns or questions. Field Care Supervisors are also a frequent presence and provide additional support to people if needed.

People maintain and improve upon their physical, mental, and emotional health because of the exemplary support they receive from staff. Support workers receive specialist training based on the complex needs of the individual they are working with. There is regular collaborative working with health professionals also involved in people's care, promoting people's good health and wellbeing.

Care & Support — Excellent

The provider gathers highly detailed information from other professionals and organisations already involved in people's care, to inform their decision on whether they can provide a service. Their initial conversations with people build very strong relationships. 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. A person's relative commented: *"we are very lucky to have [person]'s team. He is so happy with his carers and he is cared for very well"*.

All care workers have a good understanding of safeguarding and are confident to raise any concerns with their supervisors or RI/manager. The RI/manager is transparent and reports any issues to external agencies as required.

For people with complex or continuing health needs, staff always seek to improve care, treatment, and support by identifying and applying the latest in evidence-based practice. Nightingales works with a team of Continuing Healthcare professionals, such as specialist nurses and occupational therapists. A health professional told us: *"we have a very good relationship with Nightingales, we meet regularly to discuss packages and any issues, any concerns are always passed to me and any questions we ask are responded to in a timely manner"*. Care workers are trained in specialist medication administration or health interventions as required. Medication is administered as prescribed, and care workers have an excellent understanding of 'as required' (PRN) medication and when it is needed. Medication records are comprehensive and audited regularly to ensure a high standard.

Infection control standards are high, with a detailed policy and procedures in place. Personal protective equipment (PPE) is stored in each person's property for care workers to use.

Leadership & Management — Excellent

People have high levels of confidence in the service provider because leaders in the service ensure there is a very strong positive culture that is supportive, inclusive, and respectful. The RI/manager is passionate about keeping the number of people receiving care limited, so the high standard of care and oversight can be maintained. People are supported by a consistent group of support workers who are attuned to their unique needs and preferences. People and their families are frequently consulted about their care and have regular opportunities for open communication and discussion.

People achieve excellent outcomes because the provider has a very strong commitment to ensuring the correct numbers of extremely skilled and knowledgeable staff are available at all times. The service provider has effective processes in place to ensure decisions on staffing levels in each individual's bespoke care team are well informed by evaluation of people's needs. This is achieved in collaboration with people, their families, and other professionals involved in their complex care teams.

Training for staff is developed with input from support workers, the people they support, and the professionals involved in their care. Specialist training is sourced from Health and Social Care colleagues and given to care workers dependent on the needs of the individuals they support. Staff feel very well-trained and supported, enabling them to provide effective and safe care. Feedback from support workers and supervisors is very positive. They told us: *"there is always cover in an emergency so no-one has late or missed care"*, *"[RI/manager] is very approachable, there's an open-door policy for staff and I always feel listened to and supported"*, *"it is so different here compared to my previous job, I think it is a very good place to work"*. Field Care Supervisors complete regular supervisions with the care teams and have regular opportunities to discuss any concerns or queries with support workers during their home visits.

The RI/manager engages with commissioners, professionals, staff, and people in quality assurance processes, valuing their feedback to drive continuous, highly effective and sustainable improvements. Field care supervisors visit every individual and their team of staff at least once a week, and the RI/manager 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.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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