

Alltogether Care Services Ltd

Housing Support Service

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Type of inspection: Announced (short notice)
Inspection completed on: 30 April 2018

Service provided by:
Alltogether Care Services Ltd

Service provider number:
SP2013012068

Care service number:
CS2013317304

About the service

Alltogether Care Services is located in Clydebank, West Dunbartonshire and has been registered with the Care Inspectorate since 25th February 2014. The service is a combined housing support and care at home service for older people and adults with physical and sensory impairment and/or learning disabilities living in their own homes. They work in partnership with private individuals and local authority social work services.

The aims of the service are:

- Allow you to remain at home for as long as you choose to do so
- Support you if you are discharged from hospital and need assistance/help to recover
- Help prevent you being taken into hospital unnecessarily
- Support you, your family, and others who care for you
- Meet your needs in a flexible way
- Be sympathetic to your needs
- Ensure that you get care that meets all regulatory requirements.

There were 40 people receiving a service at the time of our inspection.

What people told us

We met five people who use the service and two relatives. Eleven people also completed our Care Standards Questionnaire prior to the inspection. All of the people we met and heard from were highly complimentary about the service and staff.

People strongly agreed they were happy with the care and support they received. Time and again people told us how they worked with the service to create a care plan that met their needs. They were glowing in their praise for the staff and company stating they were reliable, flexible, friendly and caring.

"My dad loves (name of staff member) coming in and tells everybody about her. She comes in to do housework but my dad has bonded with her so well he looks forward to her coming. He says she is his rock and would do anything to help".

"The admin staff and carers I have had contact with can all be described by the same word - exemplary".

"Absolutely delighted with the service mum receives. Staff are very attentive to her needs and aware of all her little 'ways'! (Name of a staff member) needs a special mention for the outstanding care and attention she provides. The (names of other staff) are superb at their job".

"Due to my (condition) I like to know who is coming to support me I feel having 1 carer who knows what I need. Without my home carer I could not do my housework or get my shopping. I have had the same carer for the last year and she makes a huge difference in my life".

"I have self directed support and use this service. The hours awarded to me limits the time needed however staff member is extremely accommodating".

"The Alltogether Care are exceptional they go above and beyond when needed. They are friendly and great to get on with".

Self assessment

A self assessment was not required for this year's inspection.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	6 - Excellent

What the service does well

This service was led by management that had a clear vision of how they will constantly deliver excellent standards of care and support. They present as a learning organisation and welcome feedback from people who use the service.

There was a very robust recruitment process in place which ensured new recruits fit the vision of the company. This demonstrated the service's commitment to providing excellent support so that people experience very positive outcomes.

The building block of this organisation was a person centred approach. They work in partnership with people to devise care packages which suit each person's individual care needs. This included how the person wished their care delivered. People told us they valued attention to detail. People liked that staff knew what they needed or wanted and did not have to ask:

"When the company came in at first I wasn't sure because I have been let down before. But I must say they have stuck by everything they said they would do and I thank them for that. I used to be hoisted from bed before but with their help I now use a stand aid. They help me exercise standing up and put my life back on track the staff are amazing".

Care plans described in detail how staff should deliver care and spot checks and courtesy calls ensured consistency of staff practice.

People told us they had prior poor experience with some providers before using Alltogether Care. They consistently told what a difference the company and their staff made to their lives. People said they valued friendly, reliable staff. People provided numerous examples of staff going that extra mile. For example: flowers on an older person's birthday or styling someone's hair as they could no longer go to the hairdresser. And helping a housebound young adult to shop online for things to improve their home. We also heard about staff who liaised with family to support someone to attend their child's wedding. Staff actively encouraged people to exercise and improve their health and social life. One person said to us: "If this company can do it why can't everyone else?"

Another person said: "The staff that attend to me are great before my wife went into a care home they looked after all her personal care. Now the girl comes in and does housework for me and make sure I am alright. I would be lost without them".

A relative told us: "My mum and myself can't praise the staff any more that comes in. I always send an email to the company so say how good the staff are. Even in the snow they still attended and made sure my mum was safe and had something to eat. I could go on and on the staff and the company are great".

Staff were trained and highly skilled to support people. The staff we met were passionate about supporting people to be all that they can be. One staff member got permission to take their puppy to visit someone who was housebound. This encouraged the person to exercise their hands by patting the dog. Staff quickly noticed peoples' reliance on convenience and microwavable meals. They involved people in shopping for healthy products and encouraged people to eat well balanced homemade meals. Peoples' nutritional intake and hydration improved.

Robust quality assurance systems demonstrate that good quality consistent care was delivered. A previous recommendation asked the service to be more robust in how they audited care plans. This was addressed and met.

Shortly the service will move to a nearby office to be fully wheelchair accessible. The service planned to involve people who use the service in auditing the new premises to ensure they are totally suitable for people living with dementia, disabilities and wheelchair users. The move will enable the service user group to become established and contribute to the further development of the service. Some of the people who use the service have specialist knowledge, for example in disability rights and welfare benefits. They envisage that the forum will be a resource for other people who use the service.

What the service could do better

We reminded the service of the importance of staff always signing and dating their documentation. We found one or two examples of missed signatures and dates.

We discussed the need to review guidance about making notifications to the Care Inspectorate. There was some confusion around what was a notifiable event. Management were now clear about what they need to do.

The service asked our advice about possible changes to how staff record medication. We arranged a discussion with the Care Inspectorate's health improvement advisor who specialises in pharmacy. We have given advice about how they might proceed and they will continue to keep us updated about progress.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
9 May 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Oct 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
15 Jan 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Sep 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	4 - Good

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