

Altogether Travel Support Service

77 Renfrew Street
Glasgow
G2 3BZ

Telephone: 01236 222006

Type of inspection:
Unannounced

Completed on:
5 March 2019

Service provided by:
Altogether Travel Ltd.

Service provider number:
SP2012011839

Service no:
CS2012309152

About the service

Altogether Travel was registered with the Care Inspectorate in 2013. The purpose of the service is to assist adults and older people with support needs to plan, book and go on holidays of their choice. The service supports people while they are travelling to and from holiday, and while they are on holiday. The service is offered to people living across the whole of the United Kingdom.

What people told us

Before this inspection we gave out 20 Care Standard Questionnaires to determine how satisfied people were with the service they/their relative received. At the time of the inspection, we had received nine completed questionnaires. The completed questionnaires showed that people were very happy with the quality of the service they received.

We received the following comments in the completed Care Inspectorate Questionnaires:-

"Staff looked after me very well and was always ready to comfort me when needed. I much appreciated the messages I received from the manager".

"The service is perfect and we had a great outing worry and stress free".

"The level of training given to companions is excellent".

"I feel that they have successfully matched a carer that helps with all my needs".

"The carers have always been excellent, supportive and empathetic to us. In my opinion they are excellent and provide a very caring and professional service".

We also made contact via email with six customers or their relatives during the inspection.

We received the following comments by phone and email :-

"We started using the service last year for our relative and so far have nothing but praise for the company the companions he has had have been very good. Also professional office staff and manager. Our relative is always looking forward to the next holiday".

"Our relative has had two holidays with All Together and the service and Carer have been excellent. He is looking forward to his next holiday in July".

" On each occasion we have used them they have been excellent. The manager is first class, sensitive, polite, helpful and knowledgeable. accommodation was always suitable. The carers knew what they were doing they were excellent. They were well trained. knowledgeable, communicated well and were empathetic. I can't fault them. They deal with difficult occasions in a professional way. We got good information on what to do in the event of an emergency including a 24 hour contact number. I have recommended them to friends. They have been very good ".

Self assessment

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We thought that the outcomes for people who use the service were very good.

People may not be able to enjoy a holiday or other events without the support of this service which greatly contributes to peoples quality of life.

From the evidence that we saw customers and/or their relatives were extremely happy with the overall quality of the service.

Customers' choices were the driving force behind the holiday destination and itinerary. Feedback from customers and/or their relatives highly praised the service and confirmed that their choices were fully supported.

Each customer had a holiday plan which had been developed in full consultation with them or their relative. The holiday plans we saw contained a good level of detail in order to support them in a way which was meaningful to them. Information was clear and recorded in a way which was easily understood.

As well as holidays, we saw how the service enabled people to attend specific family gatherings and events which had overall helped have a positive impact on customers' and their relatives' lives.

Customers were given the opportunity to meet their holiday companions ahead of the holiday.

Risk assessments were completed before the holiday and at the holiday resort to help make sure customers remained safe. Where a customer had moving and handling needs, equipment was sourced and any necessary arrangements made in time for the customer arriving at their holiday destination. Additional information within the holiday plans was recorded about the nearest hospital and local health information numbers.

Informative newsletters continued to be sent to customers and staff to keep them informed about the company and the service it provided.

We found that copies of expenditure sheets and medication administration records were kept within holiday plans.

Where people required support to administer medication the support was provided by staff and the appropriate medication records were in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

This quality theme was not assessed.

Quality of staffing

Findings from the inspection

The service followed safe recruitment procedures and new staff were fully supported in their new role through induction and shadow shifts. Staff told us how well they were supported and encouraged to professionally develop.

Staff discussed each holiday break with the provider after the end of the event, as a way to reflect on their own practice and to ensure there was effective two-way communication.

We thought that staff were motivated, professional and organised through looking at records they had completed and the feedback from customers.

The manager had developed a staff training plan and this indicated the training that was planned for staff for the coming year.

Whilst we saw that each staff member had an individual training record we suggested that it would be helpful if the service had an overview of all the training staff had completed.

All staff had training in adult support and protection and were aware of their responsibilities within this legislation.

All staff had undertaken an elearning medication module following which they were tested to check competency, prior to being issued with a pass certificate.

All staff were aware of the SSSC Codes of practice and had been made aware of the new national care standards in the services Newsletter.

Four staff have an appropriate qualification to register with the Scottish Social Services Council (SSSC) and plans were in place for the remaining staff to gain an appropriate qualification to register with SSSC.

The manager was aware of the SSSC registration date for staff and clear plans were in place to meet this obligation.

Staff indicated in the completed Care Inspectorate Questionnaires that all their training needs were being met one person said, "I feel I am sufficiently trained to do my job and if I needed any additional training I can ask my manager to source relevant training for me".

The staff induction handbook had been updated to more accurately reflect the provision of the service and staff remits.

We suggested that the service should review the system of supervision and appraisal to ensure it is fit for purpose going forward to meet the registration expectations of the SSSC.

We signposted the service to the The Knowledge Network, Scottish Social Services Council and NHS Education for Scotland for 'Promoting Excellence' - the education framework for all social services staff working with people with dementia for information and guidance www.knowledge.scot.nhs.uk/dementia

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The manager is to be congratulated and has done well to address all the previous requirements, recommendations and suggestions since the last inspection.

We saw that customer feedback forms had been sent out by the provider and completed by people who use the service and the comments we saw were very positive.

The manager reviewed records completed by staff as part of each debrief session to make sure a quality service was delivered.

The manager continues to use an external consultant who looks at the services quality assurance and feedbacks on how improvements can be made.

Accidents and incidents were completed as and when required, to help provide an overview of events and subsequent actions, however, we suggest that these could have been more detailed in places.

The service now has a contingency plan in place on what to do in the absence of the manager. We also found that the service has employed an administrator since the last inspection, who is able to deal with most eventualities in the absence of the manager.

Overall, the feedback we received about the service and the manager from customers/relatives and staff was very positive and complimentary of the service delivered and the professional way in which the service was managed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that all staff who are required to administer medication to service users have appropriately detailed and robust training and support to enable them to undertake this safely.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4 (1)(a).

This requirement was made on 2 March 2016.

Action taken on previous requirement

Staff were not generally qualified to the appropriate level to administer medication although we acknowledged the work the provider was doing to source this. We discussed this during the inspection.

(See requirement 1, Quality Theme 1)

This requirement should not have pulled through to this report as this requirement is repeated elsewhere. This requirement has been met and will be removed.

Met - outwith timescales

Requirement 2

The provider must develop and provide a robust contingency plan and procedure along with an operational manual, to enable management cover during any absence or unavailability of the manager. This is to ensure the proper oversight of the safety of customers whilst they are on holiday with Altogether Travel.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4 (1) (a).

Timescale: six months from receipt of this report.

This requirement was made on 14 December 2016.

Action taken on previous requirement

We found at this inspection that the service now has an appropriate contingency plan in place to cover for the absence of the manager. The service has also recruited an administrator since the last inspection.

This requirement has now been met and will be removed.

Met - outwith timescales

Requirement 3

The provider must ensure that all staff who need to administer medication have the appropriate training. These staff should be trained to SVQ level 3 or equivalent in medication administration. These staff must have regular refreshers and live observation of their practice by competent persons. Relevant records should be kept.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4 (1)(a).

Timescale: Three months from receipt of this report.

This requirement was made on 12 February 2018.

Action taken on previous requirement

We were satisfied that staff received appropriate elearning training on the administration of medication and this was subject to a competency test before passing the training.

This requirement has been met and will be removed.

Met - outwith timescales

Requirement 4

The provider must develop and provide a robust contingency plan and procedure along with an operational manual, to enable management cover during any absence or unavailability of the manager. This is to ensure the proper oversight of the safety of customers whilst they are on holiday with Altogether Travel.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4 (1) (a).

Timescale: six months from receipt of this report.

This requirement was made on 12 February 2018.

Action taken on previous requirement

We found at this inspection that the service now has an appropriate contingency plan in place to cover for the absence of the manager. The service has also recruited an administrator since the last inspection.

This requirement has now been met and will be removed.

Met - outwith timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Information about how to complain to Altogether Travel and also how to complain to the Care Inspectorate should be made easily available, to all customers and on the company website. The provider should consider including a complaints leaflet with customer holiday plans.

National Care Standards 1: Short Breaks and Respite Care Services for Adults: Informing and Deciding.

This recommendation was made on 14 December 2016.

Action taken on previous recommendation

This recommendation has been met and will be removed.

Recommendation 2

The provider should develop a comprehensive annual training plan to meet the needs of the service and of staff. Staff should be consulted as part of the process.

National Care Standards 5 Short Breaks and Respite Care Services for Adults: Management and Staffing Arrangements

This recommendation was made on 14 December 2016.

Action taken on previous recommendation

This recommendation has been met and will be removed.

Recommendation 3

The provider should develop a policy and procedure regarding the safe and secure practice of staff taking, saving, copying, sending and deleting photos and videos of customers whilst on holiday.

National Care Standard 3 Short Breaks and Respite Care Services for Adults – Your Legal Rights: "You can be confident that the service has written policies and practices (for example on data protection and health and safety)"

This recommendation was made on 14 December 2016.

Action taken on previous recommendation

This recommendation has been met and will be removed.

Recommendation 4

Support plans should be improved to reflect that service users/appropriate carers have been fully consulted and agree with care plans and these have been signed by the service or their representative where appropriate.

National Care Standards: Short Breaks and Respite Care Services for Adults, Standard 5. Management and staffing and Standard 6, Individual agreement.

This recommendation was made on 16 January 2017.

Action taken on previous recommendation

This recommendation had been made as the result of an upheld complaint. We reviewed a sample of holiday plans and were satisfied that where required, signatures of customers or their relatives were in place.

This recommendation has been met and will be removed.

Recommendation 5

The service must ensure that all complaints are fully investigated in line with the service complaints policy; responses should be clear, transparent and offer reassurance to the complainant.

National Care Standards: Short Breaks and Respite Care Services for Adults, Standard 5.7 Management and staffing and Standard 11.5: Expressing your views

This recommendation was made on 16 January 2017.

Action taken on previous recommendation

This recommendation had been made as the result of an upheld complaint. No complaints had been made to the service but we were satisfied that the provider is aware of his responsibilities,

This recommendation has been met and will be removed.

Recommendation 6

Copies of expenditure sheets and medication administration records should be kept within stored holiday plans.

National Care Standards 5 Short Breaks and Respite Care Services for Adults: Management and Staffing Arrangements.

This recommendation was made on 19 March 2018.

Action taken on previous recommendation

We found at this inspection that financial records were kept to record expenditure, with receipts, and appropriate administration of medication records were in place.

This recommendation has been met and will be removed.

Recommendation 7

Clear action plans should be completed to demonstrate how the provider has responded to staff requests within the surveys.

National Care Standards 5 Short Breaks and Respite Care Services for Adults: Management and Staffing Arrangements

This recommendation was made on 19 March 2018.

Action taken on previous recommendation

We found that action plans were in place to respond to staff requests made in surveys.

This recommendation has been met and will be removed.

Recommendation 8

All relevant sections within staff records should contain staff and manager signatures were indicated.

National Care Standards 5 Short Breaks and Respite Care Services for Adults: Management and Staffing Arrangements

This recommendation was made on 19 March 2018.

Action taken on previous recommendation

From the records examined we found that staff and managers signatures were in place.

This recommendation has been met and will be removed.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
12 Feb 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
18 Nov 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate 3 - Adequate
2 Feb 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 3 - Adequate
30 Mar 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
18 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 2 - Weak 3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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