

# Alltogether Care Services Ltd

## Housing Support Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
10 February 2026

**Service provided by:**  
Alltogether Care Services Ltd

**Service provider number:**  
SP2013012068

**Service no:**  
CS2013317304

## About the service

Alltogether Care Services Ltd operated from an office located in Clydebank, West Dunbartonshire. The premises were situated close to public transport links and had appropriate disabled access. The service also had a small satellite office in Bearsden, East Dunbartonshire, which was used by staff at weekends and provided a space for staff to take breaks.

The service is registered as a combined housing support and care at home service, supporting older people and adults with physical disabilities, sensory impairments, and/or learning disabilities who live in their own homes. At the time of inspection, the service supported 90 people.

The service worked in partnership with privately funded individuals as well as the Health and Social Care Partnership to deliver personalised support that enabled people to remain safely and independently within their communities.

## About the inspection

This was an unannounced inspection which took place on 7, 8, 9 and 10 February 2026. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with nine people using the service and two of their relatives
- spoke with 13 staff and management
- observed practice and daily life
- reviewed survey results.

**Key messages**

- People experienced exceptional, compassionate care, with staff knowing individuals very well.
- Support for people's health, wellbeing, and safety was excellent.
- Communication with people and families was outstanding, contributing to high levels of trust.
- Staffing levels and coordination were excellent. Recruitment was ongoing.
- The service was well managed, inclusive, and community focused.
- Staff benefitted from excellent training and robust support systems, resulting in a confident, competent workforce that consistently delivered high quality care.

**From this inspection we evaluated this service as:**

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our staff team?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

We observed staff interacting with people in an exceptionally compassionate and caring manner. Staff knew individuals extremely well, including their preferences, routines, and what was important to them. People told us they genuinely looked forward to staff coming into their home. They valued not only the support they received but also the social contact and positive relationships built. This meaningful connection contributed significantly to people's emotional wellbeing and helped reduce feelings of loneliness or isolation. One person said, "I don't know where I would be without them, they were excellent, can't fault any of them."

Staff promptly recognised changes in people's health and wellbeing and contacted the appropriate professionals to ensure needs were met. They requested necessary equipment, such as mobility aids, shower chairs, grab rails, and additional care time. Staff communicated quickly with occupational therapists, homecare services, GPs, and hospital teams to raise concerns, follow up on assessments, and request safety visits. When legal or safeguarding issues arose, they notified relevant parties, including Powers of Attorney or next of kin, and shared risk information appropriately.

When staff needed additional guidance, they received immediate support from the office either through expert advice or the prompt attendance of a supervisor or trainer. This ensured people consistently received the right care at the right time.

The manager's decision not to accept visits shorter than 30 minutes had a significant and positive impact on people's dignity, safety, and wellbeing. This approach ensured that no one felt rushed, particularly when receiving support with meals or personal care. Staff also had the flexibility to provide additional time when needed, ensuring people's changing needs were always met. One relative commented, "Without Alltogether Services and the support they provided, I would not have been able to keep our precious mum at home."

People benefitted from excellent communication from both staff and the office team regarding any changes to visit times or staff. This consistency helped people and their families build strong trust in the service. One relative said, "Communication was fantastic; we got a copy of the notes and rota," "All office staff knew him so well - I phoned and said my name and they all knew me as his mother," "Even when there were storms and floods, they were there," and "Each carer was kind, professional and respectful; they appeared genuinely interested in mum and the level of care they gave was excellent."

The service showed a strong commitment to promoting people's independence. Staff encouraged individuals to do as much as they could for themselves, helping maintain confidence, dignity, and daily living skills. This was reinforced through staff training, ensuring a consistent, person-centred approach.

People were supported to pursue meaningful opportunities, including experiences they had long dreamed of, such as horse riding, visiting the countries they were born in, and continuing hobbies they were passionate about. These enriching activities had a significant positive impact on people's emotional and mental wellbeing.

The manager demonstrated a strong commitment to recognising and celebrating people's achievements.

They put people forward for the Scottish Care Awards in acknowledgement of the progress individuals had made in reaching their personal goals and chosen outcomes. This promoted a culture of encouragement and pride, and helped people feel valued for their efforts and successes.

## How good is our staff team?

**6 - Excellent**

We evaluated this key question as excellent, where performance was sector leading with outstandingly high outcomes for people.

There was a highly coordinated approach across all the organisation's departments to ensure staffing arrangements consistently met people's needs. These departments, such as Human Resources, Training, and Quality Assurance, worked closely together, carefully considering staff skills to achieve the best possible match with each person's wishes and support requirements. This thoughtful and proactive approach meant people were meaningfully included in decisions about who supported them.

Staff training was of an excellent standard, and staff told us they felt highly equipped and confident in delivering the support needed to achieve positive outcomes. One staff member told us, "The training here was the best I've ever had. It's the first place I've worked where I felt recognised." Another said, "If I was unsure about anything, the trainer was only a phone call away. They'd come out and show me in person if needed." The trainer played an active, hands-on role, offering direct guidance during support delivery and being readily available when staff required advice.

This responsive approach strengthened staff competence and ensured learning was consistently applied in practice. As a result, the service benefitted from a highly skilled and knowledgeable team, enabling people to experience safe, effective care delivered by staff who were confident in their roles and committed to high-quality outcomes.

The introduction of the Care Experience Improvement Model (CEIM) demonstrated the organisation's strong commitment to continuous improvement and staff development. In addition to an already robust training programme, this model supported staff to actively listen to and respond to feedback, strengthening reflective practice and enhancing the quality of care provided. This investment in ongoing learning contributed to a highly competent and responsive workforce.

Staffing levels were consistently sufficient to ensure people experienced stable and reliable care. Staff demonstrated an excellent understanding of their roles and responded flexibly and confidently to changing situations, ensuring support remained uninterrupted and person centred.

Staff had the time they needed to provide high-quality care, with one stating, "We were never rushed. We could actually do things properly for people." People confirmed they had genuine choice over who provided their care, which strengthened relationships and reinforced their sense of involvement, control, and trust in the service.

Staff benefitted from regular wellbeing phone calls carried out by various members of the office team. These calls ensured staff were managing well in their roles and provided an opportunity to identify and address any pressures at an early stage. Staff appreciated the supportive approach, describing it as reassuring and helpful.

The office also held a monthly open day where staff were invited to drop in for homemade soup,

sandwiches, and cake. This created a relaxed and natural environment for staff to come together, share experiences, and pass on information informally. It also offered office staff valuable opportunities to meet with the wider team face to face, strengthening relationships and promoting open communication across the service.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

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