

Alltogether Care Services Ltd

Housing Support Service

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Type of inspection:
Unannounced

Completed on:
18 April 2023

Service provided by:
Alltogether Care Services Ltd

Service provider number:
SP2013012068

Service no:
CS2013317304

About the service

Alltogether Care Services Ltd is located in Clydebank, West Dunbartonshire and has been registered with the Care Inspectorate since 25 February 2014. The office is near to a bus route and has disabled access. The service had other small office spaces across East Dunbartonshire which could be utilised for meetings and supervisions.

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 with the Health and Social Care Partnership.

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.

The service supported approximately 80 people at the time of our inspection.

About the inspection

This was an unannounced inspection which took place on 14, 15 and 16 March 2023. Two inspectors carried out the inspection. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with seven people using the service and three of their relatives;
- spoke with 10 staff including management;
- observed practice and daily life; and
- reviewed relevant documents.

Key messages

- Staff were excellent at developing meaningful relationships with people.
- People were fully involved and in control of in their support.
- Leaders and staff members were highly motivated and passionate about their roles.
- The staff teams were small which offered great consistency to peoples support.
- People were connected with family and friends and very involved with the wider community.

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 leadership?	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 as we found the service performance was sector leading and supported experiences for people which were of outstandingly high quality. People achieved meaningful outcomes which significantly improved their lifestyle.

Staff were very engaging, familiar and caring in their interactions with people. This meant that trusting relationships with people and their loved ones had developed.

People had very much gained immensely from the small teams that had been built around their support. It offered consistency and security in their day-to-day lives. Some comments noted:

"Staff are very good, do a fantastic job, they are genuinely kind and definitely treat mum with dignity."

"Service are on the ball with reviews, very involved with these, views sought and communication in between also very good and respectful."

"He spoke highly of the carers, he is told when changes to people occur and this is important to him. He does not feel rushed, and he is treated with kindness courtesy and respect."

We were informed by people experiencing care and their relatives how people's healthcare needs were responded to timeously. Staff go above and beyond to ensure people's health and wellbeing is optimised. We saw great examples of this, particularly for people receiving palliative care. This meant that people benefitted from excellent health outcomes and life longevity.

Staff were knowledgeable about their responsibilities to report anything that placed people at a risk of harm, and we saw immediate and responsive action being taken during our inspection of an incident that had taken place.

Training was delivered in a holistic and exemplary manner. The trainer met with all staff, people experiencing care and their families. This was to ensure that the trainer had the correct information to train, develop and match staff with people. If there was further training which was required for people's specific conditions, this was sought.

Courtesy calls were made to staff monthly from the management team to ask about their wellbeing. This contributed to the staff feeling valued and not just a number. All staff reported that they loved their jobs and working for the company. The shared passion and vision to enhance people's lives was evident in conversations with staff. This superb and nurtured culture added to the support staff delivered and a fantastic atmosphere in people's homes.

Feedback surveys from 15 sampled all ticked the excellent box from both the individuals and their loved ones. Comments were also added as to why. Evidence of recent various awards from Scottish care and other bodies for leadership and management were displayed on the office walls.

People could be confident that staff understood the importance of infection prevention and control (IPC). We saw that the service had robust IPC policies and procedures in place that reflected up to date best practice guidance.

Staff had received appropriate training in safe IPC practices and correct use of Personal Protective Equipment (PPE). We observed staff using PPE in a personalised way to suit the needs of the individual.

There were ample supplies of PPE within the office base and staff reported no issue accessing these. Therefore, we were confident that the risk of infection spread was reduced and people were kept safer as a result.

The service benefitted from having a well-established and clear structure of IPC learning for each role within the service pre-pandemic. Those with a lead role participated in quarterly meetings where updates and good practice were shared. This included colleagues, representation from NHS IPC nurse, Microbiology and Public Health. This meant that they had been in an excellent position to respond to the pandemic and the evolving guidance associated with this.

How good is our leadership?

6 - Excellent

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

An overview by the management team was evidenced to an excellent standard that included training, induction, staff competencies, appraisals, and reviews of newly appointed staff. This meant people could be confident that staff had the right knowledge and skills to support them.

There was very effective quality assurance, information and care governance systems in supporting and evaluating learning from current performance. These were used to drive continuous improvement and manage future performance. As a result, people's outcomes could be enhanced and responded to.

Regular feedback from staff, supported people and relatives was evidenced with all positive comments such as "excellent staff" and "excellent care" being recorded.

Emergency protocols were in place guiding and supporting staff with action to be taken, for example, when a person has had a fall, was unwell, or if unable to gain entry to a supported person's home. These protocols were very clear and concise. As a result, people's safety and wellbeing was responded to timeously.

Staff were knowledgeable about their responsibilities to report anything that placed people at a risk of harm, and we saw immediate and responsive action being taken during our inspection of an incident that had taken place. This demonstrated the excellent skills of the staff.

Training was delivered in a holistic and exemplary manner. The trainer met with all staff, people experiencing care and their families. This was to ensure that the trainer had the correct information to train, develop and match staff with people. If there was further training which was required for people's specific conditions, this was sought. Once again, we saw how they went over and above their role to ensure people were living their best life.

Courtesy calls were made to staff monthly from the management team to ask about their wellbeing. This contributed to the staff feeling valued and not just a number. All staff reported that they loved their jobs and working for the company.

The shared passion and vision to enhance people's lives was evident in conversations with staff. This superb and nurtured culture added to the support staff delivered and a fantastic atmosphere in people's homes.

Feedback surveys from 15 sampled all ticked the excellent box from both the individuals and their loved ones. Comments were also added as to why. Evidence of recent various awards from Scottish care and other bodies for leadership and management were displayed on the office walls.

We found that many compliments from staff and relatives of people supported written in cards and other communications. The service had no complaints upheld against them spanning over many years. This added to the evidence of how excellent they performed as a provider and how satisfied people were.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	6 - Excellent
How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent

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