

Altogether Travel Support Service

77 Renfrew Street
Glasgow
G2 3BZ

Telephone: 01414 061 821

Type of inspection:
Unannounced

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Service provided by:
Altogether Travel Ltd.

Service provider number:
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Service no:
CS2012309152

About the service

Altogether Travel is a registered support service which aims to support people to plan, book and experience fulfilling holidays and short breaks with personalised support. The service is offered to people living across the United Kingdom. The provider is Altogether Travel Ltd.

Altogether Travel supports adults and older people with varied needs including dementia, physical disabilities, learning disabilities, and mental health issues. Support is tailored to meet people's individual needs.

About the inspection

This was an unannounced inspection which took place between 13 and 21 May 2025. One inspector 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 evaluation we:

- Spoke with three people using the service and three of their family and friends.
- Spoke with five staff and management.
- Spoke with five external professionals.
- Reviewed documents.

Key messages

- People were supported to go on holidays of their choice, to achieve individual outcomes.
- Holiday plans were comprehensive and fully reflected people's outcomes.
- People had a choice of their holiday companion, and this helped people develop positive relationships.
- Management team were proactive in gaining feedback from staff and people using the service to improve people's experiences.

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?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

A priority for the service was people having the holiday of their choice. There was effective communication between people, their families and representatives which enabled people to travel to their preferred destination. Records showed people being offered choice in their travel, accommodation and activities. This approach helped people achieve their individual goals.

People were supported to achieve very good outcomes with the support from the service. People told us "We couldn't get any better". We heard examples of people being supported to travel to Memphis, London and Benidorm. A relative told us "The service is invaluable, my husband and I couldn't go away together without the support of the care staff". These travel opportunities meant people were supported to live full and varied lives.

People's health and wellbeing should benefit from their care and support. We saw evidence of comprehensive holiday plans with people's health needs and medication recorded. Contact numbers of local hospitals were clear which ensured staff knew what action to take if someone required medical intervention. We heard of an occasion a person became unwell and the staff took appropriate action. These robust plans helped people keep safe and well.

Risk assessments were implemented to support individuals in accessing travel opportunities. We discussed a person with dementia, where travel could pose certain risks due to the person being unfamiliar with their environment. Mitigation strategies were in place to manage these risks while still enabling individuals to pursue their goals. Staff reported that arranging nearby accommodations and providing contact cards with office phone numbers helped ensure safety if someone became lost. These measures effectively balanced risk reduction with personal empowerment.

There was a "can do" approach to holiday planning, where the wishes of the person was key to the arrangements made and where there was a proactive approach to accessing a range of opportunities. Where people expressed an interest in an activity the service clearly recorded this on the plan and pre booked activities. This meant the itinerary for the trip was person centred and based on the individuals goals.

Where people had specific dietary needs, these were well clearly recorded in the holiday plan. Specific risks were highlighted ensuring the staff members were aware of the risk. We discussed with the manager regarding supporting people with specific health needs. The manager confirmed plans from the health professionals would be followed whilst on holiday. These approaches ensured safe and consistent care for people.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

There was effective management oversight in the service. A relative told us "I have absolute confidence in the service that they would respond appropriately and have recommended the service to other people".

Staff told us "The service works well, it is safe and we can support people to have the best holiday".

The manager engaged with people, their representatives and staff to gain feedback. People had opportunity to feedback via surveys at the end of their holiday to identify any aspects that could be improved. These records showed a high level of satisfaction within the service and there were few areas of improvement. There was evidence that the service listened to people and enacted positive changes when constructive feedback was given. This demonstrated the inclusive nature of the service and gave people a sense of influence and ownership of their service.

The manager offered support to staff whilst they were away on holiday. Staff told us "I am confident I can contact the office at anytime for support". We heard the manager was available whenever there were people supported with travel. This ensured there was support if staff required guidance and ensured staff were following policies and procedures. The manager was responsive to people and staff.

Service improvement plan was insightful and was based on the care inspectorate framework. The plan was based on feedback from people using the service and focusses on improving experiences for people.

The manager brought prior care experience, while the office-based business support staff contributed a background in travel. Strong working relationships between the manager and office staff were evident, with both utilising their individual expertise to support people in achieving positive outcomes. Their combined skills enabled the planning and delivery of well organised holidays that aligned with individuals' goals.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People could be confident staff were safely recruited in line with national guidance. New staff had a thorough interview, background and referencing checks. New staff had a comprehensive induction to prepare them for their role. Although new staff did not have the opportunity to shadow another staff member, the manager told us experienced care staff were recruited. The manager had an overview of training staff had participated in. Training records showed that some training required to be updated. We were reassured that the provider had made links with the college to facilitate this and had agreed to strengthen the training plan. This ensured staff will continue to have the right skills to support people.

We heard staff were required to provide feedback after every trip. Post travel de-briefs were completed by staff members. We saw from the de-briefs that there was a focus on staff development, reflection and staff had the opportunity to raise concerns and identify training needs. Staff told us any changes suggested would be acted upon. We saw evidence that the management team reviewed and actioned the feedback. There was effective communication between staff and management, with opportunities for discussion if required which focussed on how best to improve outcomes for people. This meant staff felt listened to.

To further support staff wellbeing, the service introduced an online resource that will soon be implemented. This platform will provide staff with access to a wide range of materials designed to support their mental health. Given the nature of the service, in-person meetings were often challenging. To address this, we discussed creating opportunities for staff to connect and share experiences with their colleagues through digital platforms. This will continue to ensure that all staff feel supported in their roles.

People had a choice of who provided their care and support. Feedback forms showed people requesting the same staff member for their next holiday, and people told us having the same staff member helped develop relationships. We heard that there was considerable thought put into matching staff with people with similar interests, and this supported people to form positive and trusting relationships. This further supported people to get the most out of their holiday.

When there were changes to staffing arrangements, people were fully involved. People were usually supported by the person of their choice. However, when there was a change in the staff member, records showed people being informed of the change. A letter was sent with an apology which also included details of the new staff member. Staff members were given a copy of the holiday plans and risk assessments. They had opportunity to talk to the person prior to the holiday. This ensured staff had correct information to support people to achieve their outcomes.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Personal plans provided a comprehensive overview of people's wishes and outcomes. Plans were person centred and highlighted people's likes and dislikes, their health and social needs, and how they wanted to be supported in an individual way. Risk assessments and risk reduction measures to mitigate potential risks were recorded well to keep people safe from harm.

Individuals and their representatives were fully included in directing all aspects of the holiday planning. This was achieved through initial discussions about the holiday and thereafter more specific details were gathered by the service to formulate the plan. People told us staff had clearly read the plans and prior to their next holiday people and their representatives were able to make any adjustments to the plan. Once the plan was agreed it was then sent to the staff member. This ensured the staff member had the appropriate information to provide support. We found there were effective systems in place for recording holiday plans and these were thoroughly completed.

We saw some examples where people had daily notes recorded and photographs taken during their trip. Appropriate consents were obtained for those who wished to have photographs taken. An external professional told us the person loved to have the photographs on display and the service produced photobooks to provide memories of their holidays. We heard that having these memories made people proud of their achievements. The service would benefit from reviewing recording in this area, to fully demonstrate the positive impact travel had on people's wellbeing, confidence and independence. The provider is considering the use of electronic recording to support this.

Personal plans were made more accessible to ensure everyone could engage with them. For instance, some were produced in braille for individuals with visual impairments, and others were translated into different languages. This enabled people to review and contribute to their plans, ensuring their personal outcomes were accurately recorded.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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