

Trusted Travel Buddies Support Service

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Announced (short notice)

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Service provided by:
Trusted Travel Buddies Ltd

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Service no:
CS2019376956

About the service

Trusted Travel Buddies is a very small service that offers bespoke, tailor-made holidays to adults with additional needs.

The service will support people living in the Highlands, on an individual basis, to plan and book a holiday which takes into account their individual travel needs. The service then provides the support or assistance required to enable the chosen holiday to proceed.

Trusted Travel Buddies is registered with the Care Inspectorate as a support service which delivers care at home.

Due to Covid-19 restrictions, this inspection, which took place between 10 and 17 January 2022, was carried out using virtual technology.

What people told us

We were able to speak to a number of people who had experience of the service over the past couple of years. This included people who used the service, or in some cases their relatives, or professionals within their circle of support.

Feedback was overwhelmingly positive and it was evident that people had enjoyed and benefited from their individual holiday experience.

People told us that Trusted Travel Buddies were "magic" and that they would score them ten out of ten. Each person we spoke to described the service as being reliable, organised and with an attention to detail in preparing all aspects of the trip. The manager and staff member communicated effectively with people, and took time to get to know individuals, and their respective support teams. A number of people told us that they had already booked their next holiday through Trusted Travel Buddies and that they were very much looking forward to this.

People using the service told us that they enjoyed their time with the support staff from Trusted Travel Buddies, and that the holiday had been really good.

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 care and support during the COVID-19 pandemic?	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 evaluated the service as demonstrating very good standards in how they support people's wellbeing. This reflects performance which has major strengths in supporting positive outcomes for people and with very few areas of improvement.

It was evident that people using the service, and their representatives, experienced compassion, dignity and respect. People we spoke to described a warm, friendly and kind approach. Trusted Travel Buddies offers an entirely individualised service, within which people were offered choices, rights were promoted and individual dignity protected. Individuals and their representatives were fully included in directing all aspects of the holiday planning. There was no doubt that people, as a consequence of this approach, experienced good outcomes.

We heard from people who had enjoyed a holiday, visited new places, tried new activities, or linked up with family members who lived at a distance. There was a "can do" approach to holiday planning, where the wishes of the person was very much key to the arrangements made and where there was a proactive approach to accessing a widening range of opportunities. People told us that they felt their relative had benefited from the independence that being away from home enabled. All this enabled people to make informed choices about what they would like to try, and to be supported to get the most out of life.

Trusted Travel Buddies is a very small service, and to date all holidays have been supported by either the provider/manager or one staff member who works on a sessional basis. Both have worked for a long time within this sector, have undertaken relevant training, and demonstrated a very good understanding of all aspects of the role that they were undertaking.

There was a detailed approach to support planning, ensuring that additional needs were fully understood prior to the trip, and factored into the preparations. They took time to get to know individuals and ensured that this early work was robust. We could see that the support plans were person centred and offered relevant detailed information about health and wellbeing needs. People described staff as being experienced and skilled in providing the right support, including where people had complex needs. This meant that people could feel confident that the standard of support delivered during their holiday would benefit their health and wellbeing.

How good is our care and support during the COVID-19 pandemic?**5 - Very Good****7.2 Infection prevention and control practices are safe for people experiencing care and staff**

We evaluated that the service demonstrated very good standards in relation to this quality indicator. As a support service whose purpose is to support people to travel and enjoy holidays, it was obviously affected by a global pandemic which imposed restrictions in this area of life.

It was evident that the provider/manager of the service ensured that they kept up to date with regards to the Covid-19 legislation and guidance, and that they were able to communicate this effectively to people using their service. We saw that as guidance altered and holidays commenced, all travel, accommodation, and activities were planned on the basis of following government guidance, and careful individual risk

assessment. Staff supporting holidays were well informed about the use of PPE, and had received training appropriate to their role.

Supplies of PPE were, as a matter of course, included in the holiday preparations. Staff also described a thorough approach to maintaining enhanced environmental cleanliness when sharing living spaces. People using their service, and staff supporting holidays, had a consistent approach to completing LFD tests again in line with good practice guidance. All of these precautions supported people to keep as safe as possible, while at the same time enjoying the freedom that lessening of restrictions allowed.

7.3 Leadership and Staffing arrangements are responsive to the changing needs of people experiencing care

We observed that this service benefited from very good leadership, underpinned by sound values, knowledge and experience. Staff supports such as team meetings and supervision were used effectively to reflect on the role, and we observed a responsive approach to addressing any identified actions, or taking on board lessons learnt. Formal feedback was regularly requested from people who had used the service, and this, in addition to informal dialogue, would, we were confident, be used to inform improvements or changes.

It was evident that part of the detailed holiday planning included a well thought out, yet proportionate approach to contingency arrangements. This anticipatory work aimed to ensure that staff were prepared, and clear about the required actions, for any complications or emergencies, that arose.

Staff working for Trusted Travel Buddies were expected to have significant experience, and a range of relevant skills, before being considered suitable for this role. Staff training was made available in the relevant key care related topics and we observed that where additional training, for example, Makaton, was assessed as likely to be beneficial, arrangements were made to source this opportunity. This meant that staff training took account of people's support needs and would, in that instance enhance communication. We recommended to the provider/ manager that the training plan be reviewed, with a view to ensuring that the components of mandatory training were defined, that refresher periods were clarified, and that going forward there was a planned/ phased programme of delivery established.

In conclusion we were confident that the processes and protocols in place within this service helped support good outcomes, and kept both, people using the service, and staff safe.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.2 Infection prevention and control practices are safe for people experiencing care and staff	5 - Very Good
7.3 Leadership and staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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