

Carr Gomm Support Services 4 Housing Support Service

2 Hope Street
Falkirk
FK1 5AT

Telephone: 01324 618 600

Type of inspection:
Unannounced

Completed on:
15 March 2024

Service provided by:
Carr Gomm

Service provider number:
SP2003002607

Service no:
CS2004075282

About the service

Carr Gomm Support Services 4 offers support and help to people who have a range of support needs to live in their own homes. It is a combined service offering a 24-hour residential support in two group living houses and, in addition to this, housing support and care at home for people who live in their own homes in the community. Support can be provided up to 24 hours a day or for shorter periods throughout a week, depending on a person's needs. There is also an out-of-hours responder service that operates from 23:00 hours to 07:00 hours, seven days a week.

At the time of the inspection, the service was regularly supporting approximately 100 people across Falkirk, Stirling and Fife, excluding those supported by the responder service which was variable. The service operates from a main office in Falkirk and there is a smaller office base in Stirling. Carr Gomm is a national charity which provides supported living and community care services across Scotland.

About the inspection

This was an unannounced inspection which took place from 12 to 15 March 2024. 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:

- spent time with 14 people who receive support from the service
- spoke with eight relatives of people who receive support
- spoke with 42 staff and management
- observed practice and daily life in a variety of settings
- reviewed documents
- spoke with two professionals involved with the people the service supports.

Key messages

- Support was provided by a dedicated and flexible staff team who knew people well.
- People's wishes and preferences were being used to shape the way in which they were supported.
- A strong learning and improvement culture had been developed and embedded throughout the service, and staff were supported to gain new skills and experience.
- The outcomes and wishes of people using the service were the primary drivers for any change.

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

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.

People experienced support with real warmth and compassion because there were friendly, encouraging, positive relationships between staff and people making use of the service. People were relaxed and happy in the company of the staff who supported them and their interests and preferences were valued and encouraged by staff. This meant people could achieve their individual outcomes and feel respected and listened to.

People's care and support was delivered in an enabling and empowering way and people had trust and confidence in the service, staff and management. Support was provided by a dedicated and flexible staff team who knew people well and people's wishes and preferences were being used to shape the way in which they were supported. One person told us, *"They help me with all the things that are important to me. I really couldn't ask for a better team"*.

Staff spoke about the people they support with respect and compassion, and their focus was always on people's individual personalities and achievements. People enjoyed their time with staff. One person told us, *"They're really lovely. They treat me with respect and do things the way I like them done. We go up the town, shopping or for a coffee, or just sit and have a chat. They help me with anything I need and if I had a problem I would speak to one of them and they would help me with it. They're all really nice"*.

Staff enabled people to maintain and develop relationships with those around them and promoted their identity, independence, dignity, privacy and choice. This meant that social bonds were strengthened because people were supported to build and maintain meaningful relationships with others. An enabling approach was evident throughout the service. This meant people could get the most out of life.

A relative told us, *"Carr Gomm have made an enormous difference in his life, and mine, as I can go about my life now without any worries about him as I know he is being cared for and supported to live a meaningful life. They treat him with such dignity and respect"*.

People were supported to build on their aspirations and confidence to develop a strong sense of their own identity and wellbeing. Staff used their knowledge of the impact of people's health condition or diagnosis when supporting people. People who communicated non-verbally were supported to develop their communication style to maximise their ability to share their wishes and feelings. This was enhanced by the meaningful relationships they had with staff.

People were able to get involved in a wide range of activities and interests. They had regular opportunities which promoted their creativity, including through the arts. People's achievements were recognised and celebrated by staff, which had a positive impact on their confidence and self-esteem.

People benefitted from competent trained practitioners supporting them to access community healthcare and treatment, including prevention and early detection interventions. They could enjoy their meals when they wished, in an unhurried, relaxed atmosphere and participate in menu planning and cooking their own meals.

Detailed information was shared with health professionals in the event that someone was admitted to hospital, and people were supported by Carr Gomm staff while in hospital where this was required to minimise anxiety and ensure their needs and wishes were communicated.

Medication was managed in accordance with best practice guidance and training for staff was comprehensive, taking into account people's individual and changing needs.

Professionals told us that communication with the service was very good and that people benefitted greatly from both the support service and the responder service.

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.

Management were responsive to feedback both from people using the service and staff, and used learning to make improvements in the service. Managers had the skills and capacity to successfully oversee improvement and a robust improvement plan was in place to consistently drive improvement.

A strong learning and improvement culture had been developed and embedded throughout the service, and staff were supported to gain new skills and experience.

The outcomes and wishes of people using the service were the primary drivers for any change. People were well informed about any changes implemented, and their views were heard and taken into account. People were confident in providing feedback and raising any concerns because they knew management would act quickly and use the information to help improve the service. This meant people experienced high quality care which was right for them.

There was a service development plan in place which supported improvements where these were identified and detailed improvements which had been achieved. Staff were innovative in their approach to care and support and were encouraged to advocate for the people they supported.

People could be confident that staff were recruited in a way that had been informed by all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment.

Staff provided very positive feedback about working at Carr Gomm. They told us they felt valued and very well supported, and all staff we spoke to told us they love their job. There was a learning culture embedded within the service, which included reflective practice. Staff were comfortable acknowledging their learning needs and were confident these would be addressed.

Staff members told us, *"I always feel heard and my ideas to improve the service are always appreciated. I am grateful for the ongoing professional development such as SVQ qualification and additional training that I requested such as mental health first aid. Overall, it is a pleasure to work in such an amazing work environment where you are encouraged to grow"* and *"Working at Carr Gomm isn't just about punching the clock - it's about making a real difference. I get a kick out of helping the people I support live their best lives, whether it's by organising outings or just lending a listening ear. It's a job I genuinely enjoy, and I feel lucky to be a part of a company that shares my passion for making a positive impact"*.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.