

# Carr Gomm Support Services 3 Housing Support Service

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

**Completed on:**  
8 November 2024

**Service provided by:**  
Carr Gomm

**Service provider number:**  
SP2003002607

**Service no:**  
CS2004075297

## About the service

Carr Gomm Support Service 3, is a combined care at home, housing support service, based in Edinburgh, offering support to adults with a range of support needs, living in their own homes or with group living settings.

The provider, Carr Gomm, has been registered by the Care Inspectorate to provide the service since 26 July 2004.

## About the inspection

This was an unannounced inspection which took place from 31 November. to 4 December 2024. The inspection was carried out by two inspectors 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 8 people using the service
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

**Key messages**

- People described feeling supported by the service
- Staff described managers as approachable and supportive
- Staff worked well together, which benefitted people
- Support was person centred and focused on people's health and wellbeing
- Risk assessment required some improvement

**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 staff team?	5 - Very Good
How well is our care and support planned?	4 - 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.

We observed warm and compassionate interactions between staff and people using the service. People described how their relationships with staff had been supportive and encouraging. One person commented "they are concerned for my health and well-being".

Staff were clearly aware of how to support people with their mental and physical health, describing their awareness of subtle changes in people or their routines that indicated that they were becoming unwell. Escalating these concerns to external healthcare services for advice and support when required.

The service had very good connections with community and specialist healthcare services and worked in a unique partnership approach with other voluntary sector organisations. This partnership supported people to access additional support from volunteers, opportunities to gain volunteering experience and engage in community events. This appeared to be working well to support people to improve their confidence and gain opportunities to engage in activities and relationships that enhanced their lives and their mental health. This included a variety of events that had been organised by people and their support team to gain peer support and support charity fund raising.

Some people's health and wellbeing had clearly considerably improved with the support from the team. One person we spoke to told us that the service had saved their life and that the support from staff had improved their lifestyle.

Some people were supported with their medication while others were supported to be independent with this. Medication was being managed well and audited by managers. This ensured that people's health was maintained.

People were supported where possible to consider healthier food and lifestyle options. Some people chose to join others for communal meals. In some of the services this worked well and supported people to maintain their cooking skills and encourage others to take part in a social mealtime experience. People described enjoying taking part in group meals and appreciated the varied food on offer.

## 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 using the service and staff benefited from a warm atmosphere because there were good working relationships. Staff described their teams as supportive and flexible with each other. There was robust and effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. This ensured that all staff were up to date and were able to support people well.

Staffing arrangements for the service were managed well with staff being matched with people to ensure consistency and compatibility wherever possible.

People described staff as helpful and were complimentary about the keyworker system, which allowed one member of staff to coordinate their support. One person commented "my key worker is supportive". This meant that people knew who to expect and had continuity within their care and support, allowing for positive relationships to be developed.

Staff clearly understood their role and responded flexibly to changing situations to ensure that care and support was consistent and stable. This supported people to build trust in their relationships and interactions with staff and other people within their setting.

Most staff described managers as supportive, kind, considerate and good at listening to staff. Some staff described feeling isolated after stressful events, which had impacted on their wellbeing. We discussed this with the manager, who agreed to ensure all staff were aware of the support available to them. We'll follow this up at our next inspection.

## How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans had a great deal of information within them based on people's health and wellbeing needs. These were generally easy to read and access for staff. Some plans included information that identified the support people required with their wellbeing in a variety of different circumstances or when their health had deteriorated. This was very person centred, which ensured that people's support met their needs and supported their health and wellbeing outcomes.

Some plans lacked information on people's lifestyle choices and how staff could support them with these. This included a lack of formal risk assessments for situations that could cause the person and staff member to potentially be harmed, along with information that could support staff to manage some situations with a more discrete and dignified approach (see area for improvement 1).

People's plans were updated regularly and reviewed to ensure they were still in keeping with people's wishes and support needs.

### Areas for improvement

1. To ensure that personal plans reflect the support and wishes of people, the provider should ensure that all information related to people's health, wellbeing and lifestyle choices are identified within personal plans.

This should include but is not limited to, formalised risk assessments and approaches that support people to live their lives as they wish, while ensuring the safety of others and the dignity of the person.

This is consistent with the Health and Social Care Standards (HSCS) standard 1.15, which states; "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices", and Scottish Social Service Council's codes of practice for social service workers, code 4.2, which states workers should "Follow risk assessment policies and procedures to assess whether the behaviour of people who use services presents a risk of harm to themselves or others".

## 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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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