

Carr Gomm Support Services 4 Housing Support Service

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Type of inspection:
Unannounced

Completed on:
30 January 2025

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 on 28, 29 and 30 January 2025. 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 11 people using the service and spoke with three of their relatives
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Carr Gomm Support Services 4 continued to provide a very good level of care and support to people.
- Staff were motivated to ensure the best possible outcomes for people.
- The management team had undergone some changes and these had been well managed and the team were focused on helping the service to continually improve.

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

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.

Staff were knowledgeable about people's needs including health conditions, eating and drinking, physical exercises and mobility needs. Staff were informed about actions they needed to take in order to keep people safe and well. People received support to link in with professionals on specific needs, and staff engaged proactively in ensuring any actions or recommendations put in place were carried out.

People were kept safe through a robust process of risk assessment which enabled them to do things for themselves, express themselves and lead meaningful fulfilling lives in a way that kept them safe and protected them against discrimination or harm.

Family feedback was very positive across the service, with people saying things like, "Carr Gomm are the best in the business, would recommend them to anyone", and "Feel they do a great job". Another said, "The support workers are all very good, they are patient and understanding. The support workers have been suited to our son which is great." Family members were involved in their loved ones' lives, activities and events across the service as they wished, and were kept informed of any health or wellbeing issues in a timely manner. This contributed to holistic wellbeing support.

People were supported with health appointments as needed. We noted that there were some differences across parts of the service in how these were recorded on the electronic system called PASS. Whilst we did not see any missing information, we thought it may be helpful if all parts of the service used the system in the same way to ensure consistency and allow for more effective quality assurance. We spoke to the management team about this and they had already identified this as a step they would take in the future.

Medication management and practice was done to a very good standard overall. We saw that there was a brief overview on the electronic system with regards to medication to be administered on an 'as required' basis, with a more detailed protocol available within the main care plan documents.

Staff were extremely vigilant to any changes in how people presented in terms of their health and wellbeing. They were very knowledgeable about how people with no verbal communication would present and how they would appear if they were unwell. This included staff being able to describe, for example, use of a thermometer to check if a person has a temperature, how they may look facially or bodily, and what these signs may indicate. This information was replicated in care plans, protocols and guidance within care plans. Communication needs were clearly identified within plans, with a focus on what people can communicate and how to support this. This helped ensure very good outcomes for people.

Empowerment and involvement to support people to advocate for themselves and have their say about the service was woven throughout the service activity. There was an involvement group that helped inform the direction of the service. Planning was underway to develop a sports festival in Stirling, with key staff leading and linking in with relevant associations and services to ensure this would be a successful event. We look forward to see how this contributes to outcomes for people.

There was evidence of care planning of anticipatory needs, where relevant to individual needs and wishes. This helped ensure people's views could be expressed at times in their lives when they may not be able to voice these.

Reviews were held for people overall on a regular basis, although we did note some were overdue. This was usually in an attempt to get everyone involved in people's lives around the discussion. We reminded the management team that if they felt things were going too long, they should hold their own internal review and keep evidence of attempts to include others.

People had really positive relationships with the staff who supported them. We observed support across a range of settings within the service; some one-to-one, 24-hour support, group living 24-hour support, and visiting support packages. We found that people liked their staff and staff appeared to be genuinely interested and motivated to give people the best care and support they could. Continuity of staff was very good, with small teams dedicated to individuals across the service. This helped ensure staff knew people's needs.

People were being supported to plan trips away, holidays, etcetera. Activity was planned to provide Information Technology (IT) support to people who wanted/needed this, which demonstrated the service was forward thinking and identified opportunities for lifelong learning.

People received specialist support for things like bereavement, and communication tools were used effectively, as appropriate, to help people reduce stress and distress.

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.

Staff were available in sufficient numbers and skills mix to meet people's needs. Staff who were new to the service received a structured induction which included shadowing for a minimum time with more time given if needed. Staff who had been newly recruited to the service described feeling well supported to build their skills and confidence before being put on shift.

Staff provided one-to-one support at agreed times to ensure people's needs were met. There was flexibility within rota planning to allow for changes, particular in the visiting parts of the service, and staff worked flexibly with this in mind.

The service responded appropriately to changes in people's lives, for example, as they became more independent and needs changed.

Staff described feeling well supported, that there was always enough staff on shift, and they were never on their own with an issue or an incident. We could see from speaking to staff and reviewing documents, such as incident reports, for example, that access to a manager at all times was available.

Staff felt they had been well supported when a person who had lived in their home within the service for a long time, passed away. Support had been provided to people who shared the home, with their needs considered. This helped the staff team to support each other as well as other housemates who were grieving.

Access to training and development was very good. Staff appreciated that they had access to e-Learning to support their knowledge and practice, and felt the system worked well in informing them of things that they needed to refresh, as well as offering other varied topics they could easily access. There were opportunities for staff to achieve qualifications relevant to their post, and development opportunities were available. This helped support a culture of continuous learning and improvement.

The management team were in the process of developing a mentoring programme. This was designed to support new staff and could also offer reflective learning for experienced staff acting as mentors, as well as development opportunities. We look forward to seeing how this progresses.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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