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## Make Us Your New Year's Resolution

This winter has been a busy time for the organisation as we held our 11th Annual General Meeting and first 'Time to Shine' staff awards ceremony. Events like these provide a great opportunity to come together, share knowledge and celebrate our achievements. It is great to see familiar faces at the AGM, and lovely to meet new people.

During the winter months and in the lead up to Christmas, lots of people took part in fundraising events, raising money for our Catch the Dream programme. Turn to page 6-7 to read all about their successes.

With Christmas and New Year behind us, it is time to think about the year ahead. Why not make it your resolution to support us in 2014? This could be as simple as telling people about our work, following us on Facebook or liking us on Twitter. Every little helps!

For those of you who want to do that little bit extra, take part in or organise a fundraising event for us. To find out more about the events on offer, or for support in organising an event, please contact the Fundraising and Marketing team on 0131 659 4790. We look forward to hearing from you in 2014!



## Celebrating Another Fantastic Year

On the 29th November 2013, we welcomed over 200 people to the Edinburgh Corn Exchange for our 11th AGM and first 'Time to Shine' staff awards.

The day started with an information fair and activity sessions, which featured stalls from Wellbeing and Recovery, the Citizens Advice Bureau and Dreams Can Come True. There were various activity sessions from Flotsan and Jetsan creative storytelling, yoga by

Summerhall and seated swing by Dancebase.

The day was a huge success and we would like to thank everyone for attending. Details of the 2014 AGM will be featured in upcoming editions of the newspaper.

Pictured is one of the hugely popular Seated Swing dance sessions

*Turn to page 4-5 to find out more about this fantastic event.*

## Looking Forward

We are into a New Year and as you read this newspaper you will see that there is a lot to build on in 2014. Our services and groups exist to have a positive impact and change people's lives for the better.

It is really important that we deliver quality services and projects with the resources that are available to us from the Government, Health, Local Authorities and from fundraising. We can do this partly by being efficient within the organisation, but mostly by working together to make sure we know what the priorities and best outcomes are for each person that we support.

Carr Gomm's work in Social Care underpins Scotland's Health and Social Work services. The people who receive our support need our services in order to live lives that are safe and productive. Our society needs people to be healthy, cared about and supported; that's what we are here to do, but we need everyone to care about Carr Gomm and to help us with our work.

There are lots of ways you can help; from fundraising, to being a company member, joining our reference groups, to filling in our questionnaires. All these activities enable us to be a better organisation. An organisation making a real impact and changing lives.

By caring about Carr Gomm and working with us, you can help change lives for the better.

For ideas about what you can do, please visit our website: [www.carrgomm.org](http://www.carrgomm.org)

**Lucy Wren, Chief Executive.**

## Contact



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# The Gift of Art



Our Board set up the Dreams Can Come True (DCCT) Fund to support people to reconnect with their hopes and dreams. The fund does this by awarding money to successful applicants, to enable them to pursue a particular goal or dream.

The Dreams Can Come True fund supports people to try different things in their lives; either as an individual or as part of a group, to develop new skills, broaden horizons, learn something new or do something they have always dreamed about.

Fiona, who is supported at the Priesthill Service, applied for DCCT funding to attend an art course and to buy some art materials. Fiona has always had a keen interest in art and was delighted that the DCCT fund could support her. As a sign of her appreciation, Fiona has kindly donated a piece of her artwork, which will soon be on display at our head offices at SPACE in Edinburgh.

If you have a dream that you would like help to achieve, ask your support worker for more information about the Dreams Can Come True fund, or alternatively contact Sara Murdoch on 0131 448 1865.

Pictured is Fiona with her fantastic artwork.

## Spotlight On You

**Ellie Sandercock is our new Fundraising and Marketing Manager. Although originally from Edinburgh, she's come to Carr Gomm from West Africa via the tiny Hebridean Isle of Coll!**

How long have you worked for Carr Gomm?

*I started on 2 December 2013, so two months now. It feels like I've been here a lot longer – but definitely in a good way!*

What interested you most about working for Carr Gomm?

*I was looking for a new challenge a bit closer to home and this job seemed ideal. After seeing the advert, I had a good look around the website and was really impressed by the stories and videos I saw. It's important to me to feel passionate about the work I do and I was instantly drawn to Carr Gomm's values and how hard the organisation works to support people to live their lives to the fullest.*

What are you enjoying most about the job so far?

*I love getting out and visiting different services – meeting colleagues and people we support and learning all about the work we do around the country.*

You spent a long time living in West Africa – what do you miss the most about it?

*Sharing spicy BBQ'd fish and Star beer with good friends on the beach as the sun goes down. Bliss!*

Tell us a little known fact about yourself?

*I've eaten goat's brain stew, peppered snails and raw sheep's heart but won't go anywhere near egg mayonnaise. Yeuch.*

If you could take part in any fundraising challenge what would it be, and why?

*Probably the Mongolia Charity Rally as I've always fancied doing a big road trip to somewhere far flung.*

Finally, but most importantly, are you going to take part in the fundraising Sahara Slog challenge?

*Yes, but I just need to convince my physiotherapist that my dodgy knee is up to the challenge. Of course, if all else fails I could always hitch a ride on a passing camel!*



*Me and my second cousin Issy*

Catch the Dream's

# Saharà Slog

7 Days, 100 Kilometres, 1 Big Desert

 **carr gomm**  
Supporting People & Communities



**Want an adventure? Need a challenge?  
Join us in October 2014**

Take part in an incredible journey across the Sahara Desert. This 100km trek through the world's largest desert will challenge you with its shifting sand dunes, dazzling white salt pans and vast plains.

All money raised will go to our Catch the Dream programme – providing opportunities and new experiences for people all across Scotland. Please see our website for more information.

**Visit: [www.carrgomm.org/saharaslog](http://www.carrgomm.org/saharaslog)**

# 'Time to Shine' Staff Awards

On the 29 November 2013 we held our first 'Time to Shine' staff awards. The event celebrated the hard work of those completing their SVQ awards, the dedication of staff who have carried out 12 years' service with the organisation and honoured all those who were nominated and were successful in the 'Time to Shine' staff award categories.

The Award Categories were:

- Most Innovative
- Most Inspirational
- Team of the Year

Every nomination received was worthy of winning and the judging panel had a tough job choosing the winners in each category, but eventually managed to reach a final decision. The winners in each of the categories are showcased below.

Congratulations to those who received an award and many thanks for everyone who nominated, took part or helped to organise the event; without your support, it would not have been such a great success.

We look forward to seeing you again next year!



## Most Innovative

The Dunoon Housing Support team offers practical support for people who are at risk of or who have experienced homelessness. Harry and Louise identified that for a lot of people, trying to furnish new homes was a challenge. They established a group which enabled people to develop their creative skills and in doing so repair and renew old furniture. This furniture could be used to help people set up their own homes and make it a space to be proud of. The judges recognised that Harry and Louise established the project with a lot of personal input and that their drive and passion ensured the project's success.

## Most Inspirational

Ania Couston manages the Carr Gomm charity shop within the Victorian Market, Inverness. She has also run two fundraising fashion shows in Inverness which were a huge success, raising over £7000 for the organisation. This money is being used to develop and improve access to community projects across the Highlands. Ania was recognised for her infectious personality and her drive to succeed and inspire others.

## Team of the Year

The Rosefield team in Dundee was nominated because of the incredible support they provided in the last few weeks of a man's life. The team supported Bernard and his family through what was a very difficult and emotional time. When Bernard was hospitalised with pneumonia, he was unable to communicate. The Rosefield team ensured that he wasn't just another person lying in a hospital bed, but was a person who was loved and cared for. The team acted as Bernard's voice, working with his family and the hospital staff to ensure that he received the best care and support at the end of his life.

During an uncertain and challenging time, the Rosefield team went over and above what is expected of them. The team's actions exemplify the professionalism, dedication and respect that our workers show to both the people we support and their families.



SVQ Award Recipients with assessors Allison Ward and Shirley Gatt.

# 'Live the Life You Dream' Our 2013 AGM

## On Friday 29 November 2013, we held our 11th Annual General Meeting and Staff Awards Ceremony at the Edinburgh Corn Exchange.

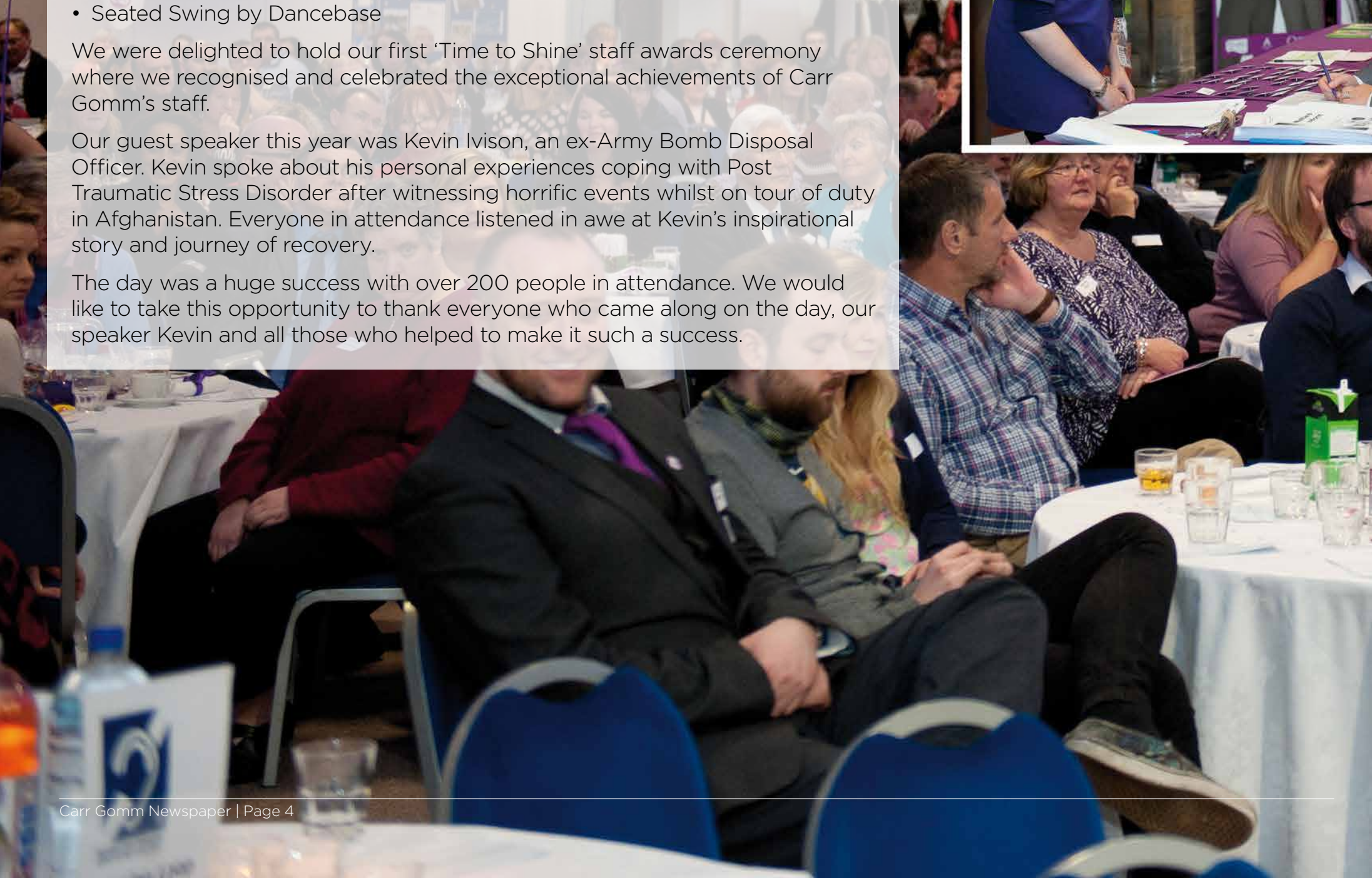
The day started with our information and activities fair which included:

- Carr Gomm 'Pop-Up' shop and Tombola (which raised nearly £600 on the day)
- Wellbeing and Recovery stall
- Involvement stall
- Dreams Can Come True stall
- Customer Experience Group stall
- Creative card making
- Citizens Advice stall
- Click-Go software stall and demonstrations
- Fundraising stall
- Community Development Christmas wreath making
- Pure Gym 'climb the tallest building in the world' stepper challenge
- Yoga by Summerhall Yoga
- Creative storytelling by Flotsam and Jetsam
- Seated Swing by Dancebase

We were delighted to hold our first 'Time to Shine' staff awards ceremony where we recognised and celebrated the exceptional achievements of Carr Gomm's staff.

Our guest speaker this year was Kevin Ivison, an ex-Army Bomb Disposal Officer. Kevin spoke about his personal experiences coping with Post Traumatic Stress Disorder after witnessing horrific events whilst on tour of duty in Afghanistan. Everyone in attendance listened in awe at Kevin's inspirational story and journey of recovery.

The day was a huge success with over 200 people in attendance. We would like to take this opportunity to thank everyone who came along on the day, our speaker Kevin and all those who helped to make it such a success.





## A Crafty Donation!



A series of craft sessions was the creative outcome of a donation to the Morningside Park Service by Jim, whose nephew Robbie is supported there.

The sessions were held over five weeks and saw Robbie and his housemates learn new skills, working with a range of materials including willow, wool and leather to make bookmarks and wristbands. For most this was a completely new, but fun experience.

**"I really enjoyed the company and making a leather wristband, which I still wear" Tommy**

The sessions were facilitated by Carole from Four Winds. She said, "It was a great pleasure to work with the residents. All of the staff were extremely welcoming and supportive. It was very rewarding to receive such a positive response to the sessions, and great to see the projects made each week!"

Although the staff didn't take part, they saw the difference the sessions made. Donna, a Support Assistant, said, "I really enjoyed seeing the interaction between all of the people we support and watching them help each other to complete their projects. Everybody involved gained lots of positive creativity from the sessions."

None of this would have been possible without Jim's support. Through our Catch the Dream programme, we are working to provide even more opportunities like this to for the people we support across Scotland. And we need your help! For more information, please contact Susan Macleod on 0131 659 4790, email [fundraising@carrgomm.org](mailto:fundraising@carrgomm.org) or see below.

Pictured is Caterina and Carole during one of the craft sessions.

# Fun in the Highlands

Adding benefit to our services is very important to us and over the last couple of years we have increased our fundraising efforts to ensure that we can offer all of the people we support that little bit extra.

The Highlands service has used some of the money raised to create a playroom within the Inverness Office. This space can be used at any time including evenings and weekends, when the weather is bad or there is not much to do. The room is kitted out with bright colours and pictures, comfy chairs, beanbags, a computer, DVDs, a Nintendo Wii and a DS as well as a huge range of toys, board games, books and art materials.

The space has been extremely well used so far, and lots of the children and young people we support are now asking to come along. There is always something new or different for

them to do and they can meet up with other children and young people, allowing them the chance to socialise and have fun in a safe and welcoming environment.

In order to keep providing the people we support with that little bit extra, we need to keep increasing the amount that we raise through fundraising. You can help by following us on Twitter or Facebook, telling your friends about our work or taking part in a fundraising event.

For more information about our Highlands Respite Service, please contact the Inverness Office on 01463 242 112. If you are interested in taking part in a fundraising event, contact our Fundraising and Marketing team on 0131 659 4790.

Pictured is the amazing play room.



## Ways to Give

With your help, we can provide even more life changing opportunities for all of the people we support. Our Catch the Dream programme provides opportunities for the people we support to set goals, push boundaries and overcome personal challenges through a range of activities. These experiences change people's lives and are often a stepping stone towards getting more involved in local communities and moving towards employment.

There are lots of ways that you can help:

### Participate in FUNdraising events

Have fun, challenge yourself or try something completely new - and all with the warm glow of knowing you're making a real difference in the lives of others!

### Text to Give

A quick and easy way to give! Text CARR02 followed by the amount (e.g. CARR02 5) to 70070. You can donate £1, £2, £3, £4, £5 or £10 this way.

### Legacy and 'in memory' giving

By leaving a gift to Carr Gomm in your will, you can help us to bring about positive change in people's lives, long into the future. Giving in memory of a loved one or friend is a very personal way of remembering them - and supporting Carr Gomm. If you - or your legal representative - would like to find out more about giving to Carr Gomm in this way, please contact Susan Macleod on 0131 659 4790.



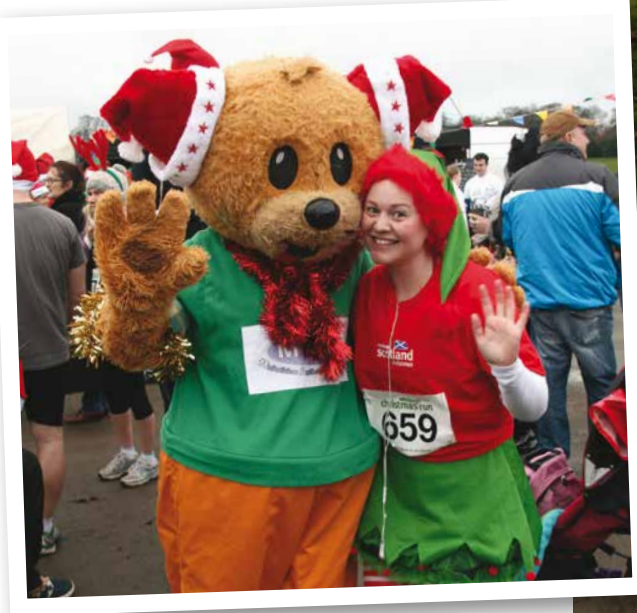
# Challenge Scotland Christmas Events

With three weeks to go before Christmas, what are you normally doing? Writing your Christmas cards, putting up the decorations, frantically buying presents? Five plucky fundraisers decided to do something a bit different in the run up to last Christmas and joined the Challenge Scotland Christmas events to raise funds for Carr Gomm's Catch the Dream programme.

Our fabulous five – Nikki, Vicky, Rebecca, Sara and Reuben braved the horrible wet and windy weather to run, walk and toddle their way through the different events on offer, raising £250 and spreading lots of festive cheer in the process.

Many thanks to everyone who participated and we look forward to seeing you in Christmas costumes again next year!

Pictured is Nikki Lowry, Marketing Officer Elf (left) and Sara Murdoch, Administration Reindeer, with champion toddler Reuben (right).



## Baking Success



We love to hear from people who want to fundraise for our Catch the Dream programme, so imagine our excitement when we were told that three young people wanted to represent us at a school fundraising day.

Ana, Fatima and Aysha baked and sold cakes to pupils, teachers and visitors at their school in Edinburgh, raising money for our Catch the Dream programme and raising awareness of what we do. They had great fun getting everything organised before the event and enjoyed running the stall.

We would like to say a huge thank you and well done for your efforts.

If you would like to participate or organise a fundraising event for our Catch the Dream programme, please get in touch with Susan MacLeod, on 0131 659 4790.

Pictured are Ana, Fatima and Aysha along with their fantastic cakes and treats.



## Santa Comes To Town



Santa made an early visit to our Rosebank Garden service on 8 December and helped one lucky Sahara trekker to raise funds for Catch the Dream.

Kenny Gray organised a special grotto for Santa, decorated with goods donated by the local Tesco store. As well as some delicious home baking, there was arts and crafts for all the children. The event was well attended by other allotment holders, people within the local community, people we support, staff from the Rosebank service, lots of children and of course Santa!

“Thank you for a lovely day with my grandchildren; it will always be a special memory for me”.

Linda Slavin

With a lot of hard work from Kenny, his group of elves and Santa, the event raised over £150.

## Upcoming Fundraising Events

Feeling inspired? Good news! There are lots of exciting events coming up in the next couple of months.

**14 and 15 June**

**Tough Mudder, Dalkeith Country Park**

[toughmudder.co.uk](http://toughmudder.co.uk)

**16 August**

**Great Wilderness Challenge, Pollewe**

[greatwildernesschallenge.info](http://greatwildernesschallenge.info)

**October 2014**

**'Sahara Slog, Morocco' Trek (100km trek across the desert)**

[carrgomm.org/SaharaSlog](http://carrgomm.org/SaharaSlog)

# A Celebration of Caring in Scotland

Tommy Reilly, Admiral Fallow and Eddi Reader were among the stars who took to the stage of Glasgow's Royal Concert Hall on 20 January at a special concert in celebration of the work of Scotland's 660,000 carers.

Before the concert, Deputy First Minister Nicola Sturgeon addressed 500 specially invited guests including carers, inspirational professionals and volunteers. Carr Gomm, along with a range of partner organisations from across Scotland took part in the reception and exhibition to share what caring means to us.

The project was led by Tommy Whitelaw, who worked in the music industry for twenty years and later spent five years caring for his mum Joan. Tommy started a campaign to raise awareness of the role of carers, gathering letters and feedback from carers all across Scotland. Now as Project Engagement Lead



with the ALLIANCE's Dementia Carer Voices Project, he speaks to carer groups, health and social care professionals and students as well as key decision-makers who have influence over the lives of people affected by dementia.

Tommy has always been supportive of our work and it was a pleasure and privilege to be able to support, and be part of this fantastic event.

We look forward to next year's concert, which will no doubt be even bigger and better!

Pictures is Deputy First Minister Nicola Sturgeon and concert organiser Tommy Whitelaw (top). Nikki Lowry and Ellie Sandercock from Carr Gomm's Fundraising and Marketing team (below). Pictures courtesy of Tommy Whitelaw and the Health and Social Care Alliance Scotland.



## Getting it right for YOU: Customer Experience

Customer experience is important to us; we want to know that we are doing our job properly and that every customer feels valued, respected and has a positive experience. By creating a customer charter or customer promise, we can ensure that we consistently provide a positive experience for our customers and can continually assess our performance.

At the 2013 AGM, members from our customer experience group gathered your feedback about

good customer experience. We are using this feedback to form a draft version of our customer charter, 'Carr Gomm's promise to you'.

A customer charter or promise tells customers the standards of service they should expect, sets out the purpose and priorities of an

organisation, what to do if something goes wrong and how to make contact.

As a member of the Carr Gomm community, your opinion matters to us. Over the next couple of months, we will be gathering your

feedback on a draft charter, to ensure that we meet your needs as a customer while reflecting our values and commitment to deliver.

Gathering your feedback is very important to us. We need to make sure that as an

organisation we reflect what matters to you. Once the draft charter is finalised, we will be circulating this and a short questionnaire, we would encourage everyone to take a couple of minutes to complete this. Through working together, we can make Carr Gomm even better for all of its customers.



## We have job opportunities for you!

Whether you are looking for lots of hours or just a few, if you're experienced in social care or new to the sector, Carr Gomm has opportunities for you across Scotland.

This is a chance to help people to make a real change to their lives.

We offer excellent terms and conditions including paid travel time and mileage between visits, free training and the opportunity to gain a recognised qualification.

For an application pack and a full list of the posts currently available, please visit our website: [www.carrgomm.org/workforus](http://www.carrgomm.org/workforus)

Alternatively you can phone our recruitment line on 0131 659 4770 and leave your name, address and the details of the post you wish to apply for.

All successful candidates are subject to a Protection of Vulnerable Groups (PVG) check.

## Dates for your Diary



**Cassiltoun:** Drop-in Thursday 2-4pm, Barlia Way, Glasgow

**Midlothian:** Drop-in Thursday 11am-2pm, Croft Centre, Miners Club, Loanhead

**Gorbals:** 'Tea Party' on the last Thursday of every month

## Editor



If you would like to submit a story for a future edition of the Newspaper, please contact the editor, Nikki Lowry.

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