



WHAT WOULD YOU LIKE TO SEE HERE...?

We're trying something a bit different with this edition of the Carr Gomm newspaper... Turn to page 2 to find out more!

## Chief exec's column



**W**elcome to this bumper autumn edition of the Carr Gomm newspaper. As you'll see, it's a bit different from previous editions - with a new design,

new features and sections. But still full of fantastic stories from across the organisation.

What strikes me when I look through the paper is how wide our expertise is as an organisation. From mental health and wellbeing, through to our exciting new innovations in service design and delivery, we really are at the cutting edge of social care. And this is something we should be proud of.

But most exciting of all is the fact that everything we do is driven by our commitment to treating each and every person as an individual, and supporting them to achieve the outcomes that matter most to them. That's the 'golden thread' that links everything we do. And that's what makes Carr Gomm special.

I'd really encourage you to let the Marketing team know what you think about the new look newspaper. They're committed to making Carr Gomm's communications as person-centred as the support we provide so all comments and feedback are welcome - including the good, the bad and the ugly.

*Lucy Wren*

With best wishes,  
**Lucy Wren**

PS. I hope you'll make use of the handy map on pages 6 and 7 - maybe even using it to brighten up your walls!

## Get in touch

📍 **SPACE, 11 Harewood Road  
Edinburgh EH16 4NT**

✉ **Email: [info@carrgomm.org](mailto:info@carrgomm.org)**

☎ **Phone: 0300 666 3030**

@ **Website: [www.carrgomm.org](http://www.carrgomm.org)**

🐦 **@CG\_CarrGomm**

📘 **[www.facebook.com/CarrGomm](http://www.facebook.com/CarrGomm)**

## From Galashiels to John O'Groats

Check out our handy map of Carr Gomm services inside



## Your guide to this edition

There have been a lot of exciting new developments at Carr Gomm in 2015 and we thought this bumper edition of the newspaper would be a good way to bring you up to date.

On **page 3**, we introduce the new **'you said, we did'** section, which is all about Carr Gomm's Involvement and Feedback activities. This will be a regular feature over the next few editions and it's where you can find updates on the questionnaire results, Forums and the AGM, as well as the Involvement Group.

Over the next few pages, we've got stories that illustrate Carr Gomm's different areas of expertise. We often hear people say, *"oh, I didn't realise that Carr Gomm had that kind of service"* so we thought it was time to showcase the full range of different expertise and services we have. We're trying out new ways of describing these and would love to hear your thoughts.

For stories on **mental health & wellbeing**, turn to **page 4**. On **page 5**, we look at **learning disabilities & autism**. Your pull-

out and keep double-page map of Carr Gomm's services is on **pages 6 and 7**.

On **page 8**, we explore Carr Gomm's expertise in **supporting older people**. And on **page 9**, we look at some of the different ways that our services support people to **achieve positive outcomes**.

Community development is the focus on **page 10**, and on **page 11** we look at the different ways that we're **innovating together** with key partners across the country.


Finally, we have **The Gazette** on the **back page**, featuring your stories from across Scotland, and a new 'nice to meet you' feature. We'll be using this feature to introduce one of our readers to everyone in each edition. We're looking for other readers to appear in future editions so if you fancy five minutes of fame, please get in touch! Our contact details are in the purple box below.

Happy reading and don't forget to let us know what you think!

## Share your views

We need your thoughts, ideas and feedback to help shape the newspaper. After all, it's your paper!

There are lots of different ways you can join the conversation...

 **Fill out our quick and easy-to-use online survey**

<http://bit.ly/1WVvabE>

 **Send us an email**

[marketing@carrgomm.org](mailto:marketing@carrgomm.org)

 **Pick up the phone**

0131 659 4734

 **Write us a letter**

Marketing Team, Carr Gomm, SPACE, 11 Harewood Road, Edinburgh EH16 4NT

**We can even come to you. Just get in touch and we'll arrange a time to meet.**

Thank you.



## What's on



### Involvement Group Meetings, Edinburgh

The next Involvement Group Meeting will take place on 14th January, 12-3pm at Craigmillar Library. Please contact Tricia Burnet, Involvement Manager, for more details: [triciaburnet@carrgomm.org](mailto:triciaburnet@carrgomm.org)

### Dreams Can Come True Panel Meetings, Edinburgh

20/12/15, 12:30-2:30pm, SPACE, Edinburgh. Deadline for applications to DCCT: 17th December.

22/01/16, 12:30-2:30pm, Edinburgh SPACE. Deadline for applications to DCCT: 19th January.

04/03/16, 12:30-2:30pm, Edinburgh SPACE. Deadline for applications to DCCT: 1st March.

### Craigmillar Community Grows Drop-in Sessions, Edinburgh

Every Tuesday (from 11am) at Hunters Hall Co-op

Every Wednesday (12-4pm) at Wauchope Community Garden

### Housing Support Drop-in Sessions, Lochgilphead

Every Monday (1-4pm) at Carr Gomm's office, McCracken Court

Every Wednesday (10-12noon) at Carr Gomm's office, McCracken Court

Every Friday (1-4pm) at Carr Gomm's office, McCracken Court

### Housing Support Drop-in Sessions, Oban

Every Monday (2-4pm) at Carr Gomm's office, Albany Street

Every Wednesday (2-4pm) at Carr Gomm's office, Albany Street

Every Friday (2-4pm) at Carr Gomm's office, Albany Street

### Housing Support Drop-in Sessions, Campbeltown

Every Tuesday (2-4pm) at Carr Gomm's office, Hazelburn Retail Park

Every Friday (2-4pm) at Carr Gomm's office, Hazelburn Retail Park

# YOU SAID, WE DID

## Introducing 'you said, we did'

**Y**ou may have seen this slogan already in supermarkets. In Carr Gomm we use it for our Involvement activities.

We believe that everyone needs to know that they have been heard when they give their views. If we don't respond, then

it's natural for people to wonder why we asked for their views in the first place. So we need to acknowledge and

appreciate any feedback and let the person know what we are going to do about it.

We also aim to involve people we support and relatives in any actions, so the "We did" means we all did, not just staff!

## Talking sticks and toolkits

**W**e have just launched a set of materials to help Service Managers plan and run Focus Groups. The contents of the Toolkit have been road-tested by the Involvement Group and include; 'warm-up' exercises, visual ways of gathering feedback, tips and hints and a Working Agreement (or ground rules) for the group.

Focus Groups are an important part of our Involvement Strategy, as they give more people a chance to participate. Some people find it difficult

to travel or come to bigger meetings and with focus groups, they can contribute locally and with

in North America. The Talking Stick is passed around from member to member allowing only the

decide to move the stick along to ensure that the 'long winded' don't dominate the discussion.

In our version, we have used a wooden spoon as a Talking Stick and we suggest trying this out at a Focus Group. It certainly created some amusement at first, but when people heard about the tradition, they could see the value.

Once you have had a chance to try out the Toolkit, please let us know what you think, we're open to changing things.



workers they know.

Another tool we have tried out successfully is a 'Talking Stick'. This tradition comes from indigenous tribes

person holding the stick to speak. This enables all those present at a meeting to be heard, especially those who may be shy; the group can

## Questionnaire update

**A**t the time of printing, the questionnaires were still coming in thick and fast. So what happens to the results?

Initial results will be published at Carr Gomm's AGM and will be available on our website and social media, or you can ask your key worker for a copy.

The full results, plus an update on what we've done in response to your feedback, will be featured in the Spring 2016 edition of the Carr Gomm newspaper.

If you have any questions about this, please contact Tricia Burnet (details below).

## The 2015 forums got your vote!

**T**he Forums are get-togethers that take place in each local area every Spring. They are different from Focus Groups as they are not just about one service, but for all the services in a locality and they all have the same theme. In 2015, the topic for the Forums was 'voting', as the General Election was approaching.

We were lucky to have Ian Hood of the Learning Disability Alliance Scotland giving a presentation at most of the Forums. He used 'interactive voting buttons' so

that everyone present could press a button to vote on a number of questions. Each person had a handset with buttons on it, a bit like a remote control. When the question was asked, the person pressed the button according to their answer, and the results of everybody's votes were magically and instantly displayed on a large screen.

These proved very popular and people appreciated the instant feedback showing how everyone else voted!



## Involvement contact details

For more information on Involvement and 'you said, we did', please contact Tricia Burnet, Involvement Manager:

@ Send us an email

triciaburnet@carrgomm.org

📞 Pick up the phone

0131 659 4777



# MENTAL HEALTH & WELLBEING

## Leading the way in health and social care integration

The integration of health and social care is a hot topic at the moment. It's a government programme, designed to improve services for people who use adult health and social care services.

But this isn't new for us. In Glasgow, we've been working in partnership with the NHS for almost ten years, to deliver community-based mental health services to more than 3,000 people in the south of Glasgow alone.

Our three Glasgow Integrated services support people with varying mental health needs, to help them get back on their feet and prevent admission to hospital.

The service offers various levels of support, depending on the person's requests and their assessed needs: from supporting people to manage their personal finances, to helping keep



Support Assistant for the Glasgow South Integrated team, Chuks, and Sheila, who we support, receiving the award for 'Best Community Plot' from Councillor Susan Wardrop

people at risk of suicide safe and well.

As well as supporting people on a one-to-one basis, the Glasgow Integrated services run a number of groups which are open to all of the people they support. At the Glasgow South service there is a walking group, a yoga group (taught by a member of staff who is a practising yoga teacher), and an allotment group. These groups are really popular with the people the

service supports. **"People love them"** says Asiya Sheikh, Service Manager for the Glasgow South Integrated service, **"they think they're wonderful"**.

The allotment group recently won the prize for 'Best Community Plot', as part of the St Mungo Trophy Allotment Competition, due to the team's exceptional commitment to community development and community support - a tremendous achievement all round!

## Ten years of life-changing support in Dundee

This summer our Fintry & Cheviot services in Dundee celebrated their 10th anniversary. The accommodation was purpose-built in 2005 to provide 24-hour community-based support for people with severe and enduring mental health conditions following the closure of the Royal Liss Hospital.

Fintry & Cheviot are home to ten people in total - most of whom have been there since the services first started. So there's a real sense of family, Acting Senior Support Worker Nicola Cummings explained.

**"Fintry in particular is very much like a community. Even though the purpose of the services was to**

**allow people to live independently, everyone has very much bonded - which is lovely to see"**.

It really does feel like home there. No two flats are the same: they're all decorated and personalised to reflect each person's taste. The residents have also worked together to create a beautiful garden, which is currently growing an array of flowers and fruit.

Everyone who lives at the Fintry & Cheviot services is very much a part of the local community and they've made a lot of local ties over the years: **"There are a few shops down the road and we are all on a first name basis. Everyone is very friendly"** said Nicola.



Fintry & Cheviot residents and staff enjoy some birthday cake together



The beautiful garden created by Fintry & Cheviot residents and staff

## Being mindful of our wellbeing



Lyn & Danielle

At Carr Gomm, we believe that looking after our mental health is just as important as staying physically fit and well. This belief was the inspiration for our Mindful ACTION Plan (MAP), which was launched last year.

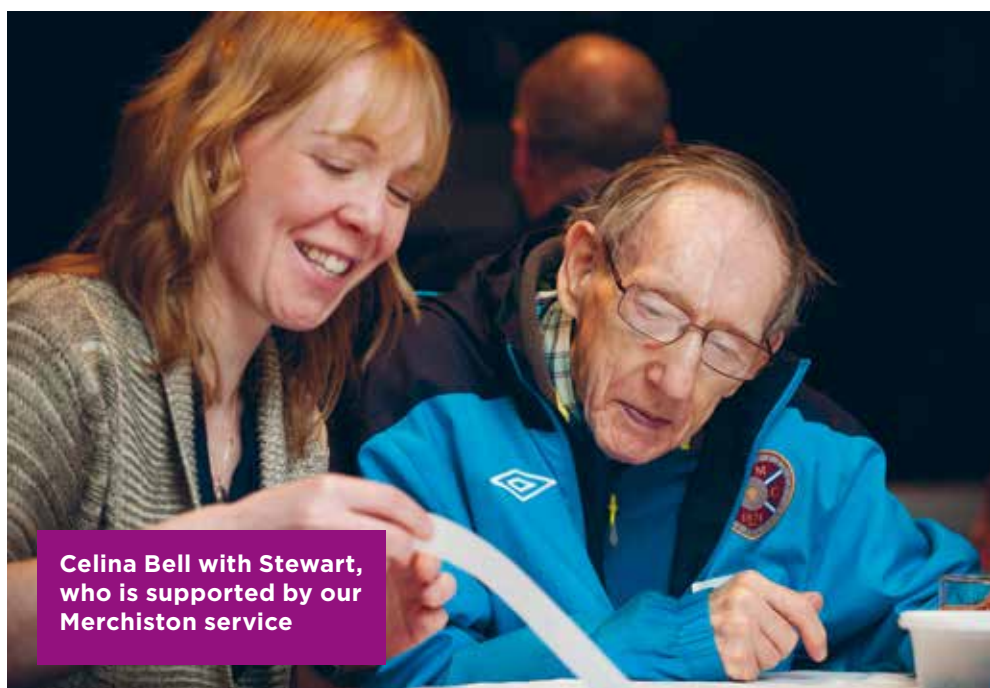
This unique project is providing people from all walks of life with the skills and understanding they need to manage stress, develop resilience and take better care of themselves. MAP uses a clinically-proven approach that combines mindfulness techniques with a focus on personal values and taking action.

MAP is going from strength to strength and project lead Lyn Ryden has recently recruited a development worker to help take the project forward. We're sure you'll join Lyn in welcoming Dr. Danielle Farrell to the team!

We all know the importance of a healthy diet and regular exercise for keeping our bodies in shape. But how many of us take the same care with our mental health and wellbeing?

# LEARNING DISABILITIES & AUTISM

## Leading the way in autism support



Celina Bell with Stewart, who is supported by our Merchiston service

Celina Bell was recently appointed as Carr Gomm's new Autism Development Coordinator. This exciting new

role is designed to provide specialist training, resources and mentoring for staff and to increase awareness of

best practice in supporting people with Autism Spectrum Conditions (ASC) throughout the organisation.

We recently caught up with Celina about her new role...

**Tell us, what is a day in the life of Celina like?**

*"If I'm at a service I will be observing staff, working alongside staff, giving advice and using examples, as well as providing feedback on staff's approach to working with people with ASC. On the other hand, if I'm not at a service I will be based in my office in London Road, developing training and resources".*

**And where are you based?**

*"At the moment I work only with our services in the East, but I hope to be able to extend my*

*reach in future"*

**What are you hoping to achieve with this new role?**

*"I hope to 'brand' Carr Gomm as a specialist provider of ASC support in the care sector. I want us to become a 'go-to' organisation for people requiring support or advice on ASC - one of the best organisations out there."*

Alongside her new role, Celina is studying for a postgraduate certificate in Autism at the University of Strathclyde. We wish her all the best in her endeavours.

For more information on this exciting project, please contact email Celina:

[celinabell@carrgomm.org](mailto:celinabell@carrgomm.org)

## Beeswing: "an exciting development for Dumfries & Galloway"

In early 2015 Carr Gomm learned of a fantastic opportunity in Dumfries & Galloway. The council there had decided to establish a new specialist supported living service for people with learning disabilities and complex needs - the first of its kind in the area

There was a lot of interest in this opportunity, with about 40 other social care providers bidding to run it. After a rigorous tender process and interview, we were overjoyed to score 99/100 on our quality test and were awarded the contract in the summer.

Developed in partnership with Loreburn Housing Association, this new service will enable people with learning disabilities and complex needs to



Future Beeswing resident, Shaun, with his mum, the Minister and members of the Carr Gomm and Council teams

access the support they need, closer to home, in fantastic purpose-built cottages.

One of the new residents will be moving to Beeswing from her current placement in NE England. Senior Operations Manager Paul Marshall, told us how happy the young woman and her family are that she is moving back 'home'. They're particularly looking

forward to spending Christmas together.

The complex was officially opened by Margaret Burgess MSP, the Scottish Minister for Housing & Welfare in September, and residents will be moving in over the next few months. As she cut the ribbon, the Minister described Beeswing as *"an exciting development... for Dumfries & Galloway"*: we couldn't agree more.

## Did you know...?

...Carr Gomm also supports children and young people?

Carr Gomm is well-known as a provider of adult social care support but not many people realise that we also support children and young people too!

Our Respite Service in the Highlands provides support for children and young people with learning disabilities and/or Autistic Spectrum Conditions (ASC), and for their families.

The service - which currently supports children and young people aged from 4½ to 18 - provides a break for families and carers. Visits range from 1-6 hours, depending on both the carer and supported person's needs, with the average carer/family

getting one visit a week.

Ella Jones, Service Manager, told us about the difference these visits can make:

*"Recently we had a family come in at breaking point. Their little girl, Rosie\*, refused to go out and was very aggressive to her family. She wouldn't trust anyone."*

*However, after spending time with one of our Respite Support Workers, Rosie has started to build up a bit of a rapport and things have completely changed for the better. Rosie will go out for walks, and days out, which gives her father the time he needs to concentrate on his work."*

\* name changed to protect privacy.

# Carr Gomm: Our locations



Supporting People & Communities

## across Scotland



**Fewer than 25 people supported**

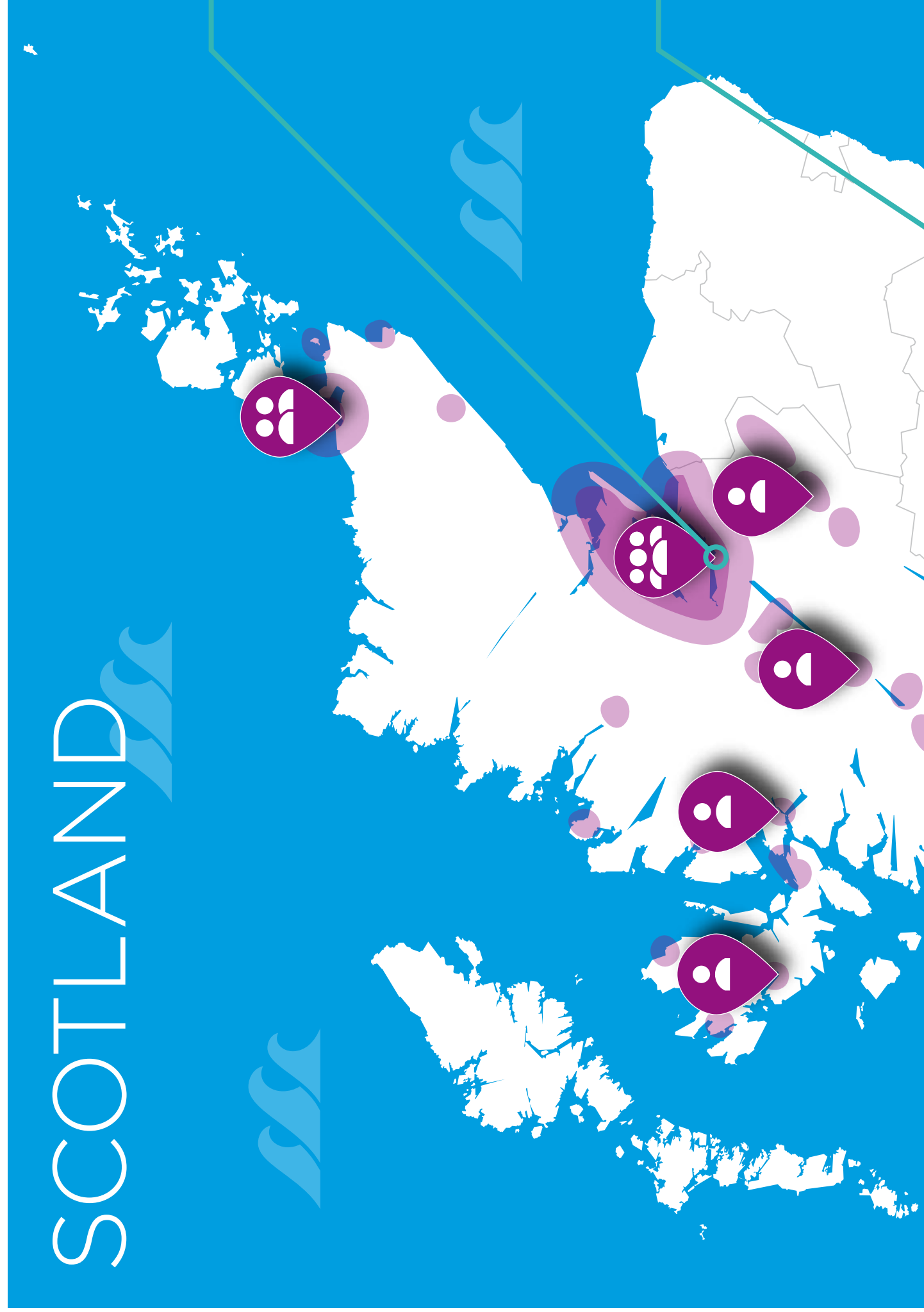


**26 to 49 people supported**



**More than 50 people supported**

# SCOTLAND



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5 Charles Street

**Inverness**

**IV2 3AQ**



**01463 242 112**



**highland@carrgomm.org**



**Dundee**

**c/o 17-18 London Road**

**Edinburgh**

**EH7 5AT**

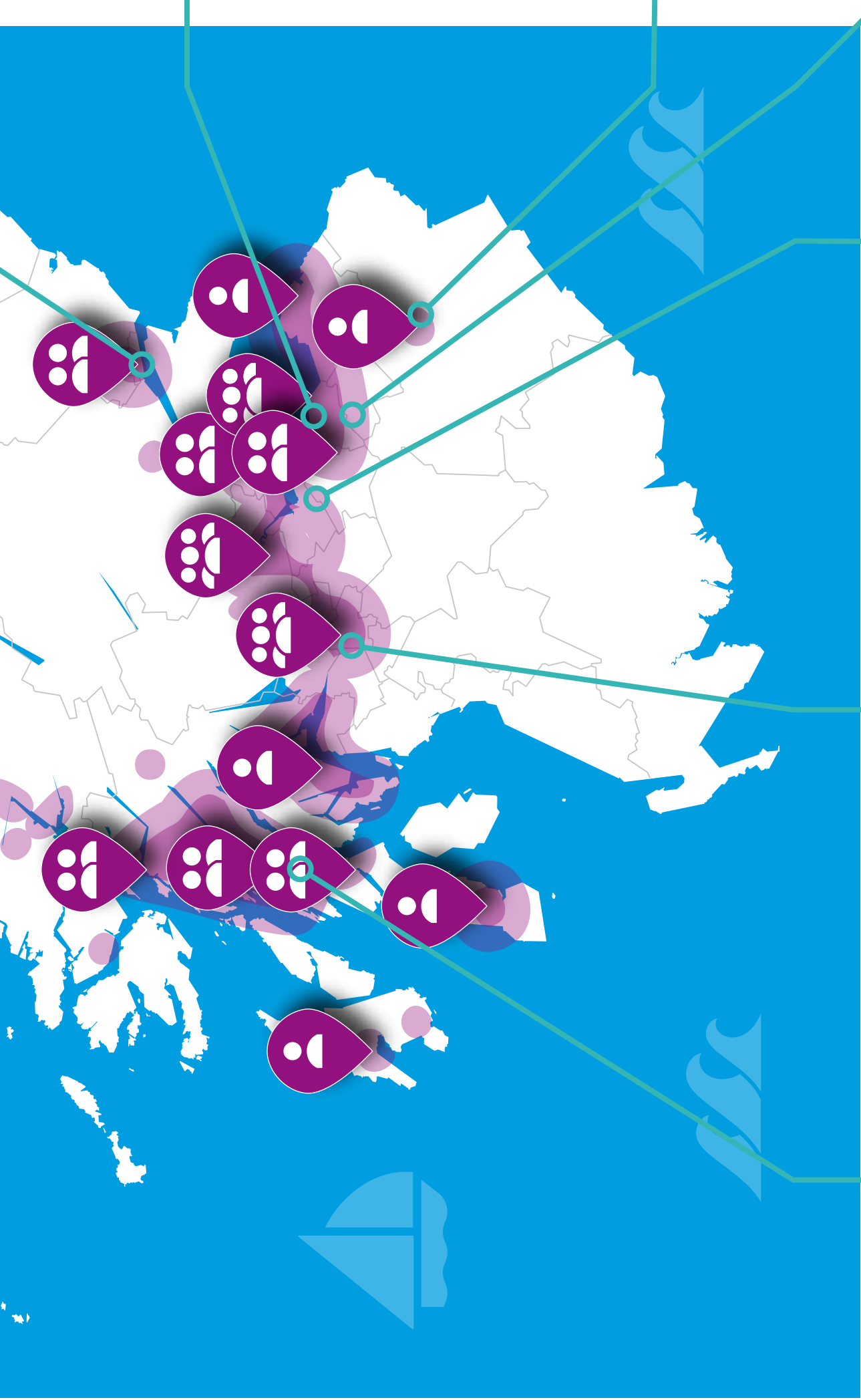


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# SUPPORTING OLDER PEOPLE

## Developing new services for older people



Glasgow Responder team

**A**t Carr Gomm, we're committed to finding new and innovative ways to provide person-centred support. In the last few months we've launched three new services

for older people in Edinburgh and Glasgow that do just that.

In July, our Edinburgh Visiting team launched a one-to-one day service for over 65s. The service provides an alternative to day centre-based services for older people, with the one-to-one support tailored to the individual's needs. Each supported person has up to six hours of support each week to help them follow an interest or hobby, assist with mobility issues, help them with their shopping or just to provide some company.

The Edinburgh Visiting team also now provide a Respite service, to enable carers to take organised breaks from caring for a loved one at home. Both services are delivered in partnership with the City of Edinburgh

Council and operate alongside our existing Visiting service.

Over in Glasgow, our new 24-hour Responder service was launched in September in partnership with Glasgow City Council and homecare provider Cordia. The service operates 24 hours a day, 365 days a year, responding to telecare calls, making home visits, reacting to emergencies and taking the necessary actions to ensure older people in Glasgow stay safe and well at home.

This exciting new service is based on the Overnight Response service model developed by Carr Gomm and Argyll & Bute Council and is a great example of how we're able to encourage innovation in different areas.

## A fitting tribute to a "really special person"



Jimmy's family and the Oban Homecare staff come together to place the bench in Oban Station, September 2015

**E**very now and then we receive a story from one of our services that blows us away. This is one of those stories – and a brilliant illustration of the difference that good quality, person-centred support can make to people's lives.

There is a new bench at Oban Station. The plaque reads:

*"In memory of Jimmy and Joan Galbraith. The family would like to extend grateful thanks for the excellent care provided by the Carr Gomm carers".*

Jimmy, who was supported by our Oban Homecare service, was a recognisable face around Oban during his final years. He would always greet our staff with a **"hello, my wee pet"** and proceed to ask about what was going on around the town.

When Jimmy passed away last year, his family decided to hold a collection at his funeral in aid of Carr Gomm. Jimmy's family then decided to commission a commemorative plaque and bench in his memory.

A beautiful oak bench was created by Iain Chalmers, a chainsaw sculptor from the Black Isle. And on a lovely sunny September day, members of Jimmy's family and the Homecare team gathered at Oban Station to see it put in place.

Mags McCallion, Service Manager for Oban Homecare told us how much it meant to the team:

*"It was quite an emotional day, [they're] a lovely family and we had got to know them all quite well. It makes you realise why you do the job, when you feel such appreciation, and someone acknowledges what your work achieved. It's my hope that someone will look at the plaque and think 'hmm, he must have been a special person', as he really was."*

## It's all about quality of life

*"We're not a hum-drum 'everyone's only here to do personal care or medication' sort of service – we're here to give people a quality of life."*

That's how Service Manager Isobel Callaghan describes the Cassiltoun service, a specialist accommodation-linked supported living service for older people in Glasgow.

When we first took on Cassiltoun, Carr Gomm worked with specialist architects to ensure that all of the flats would be fully wheelchair-accessible and dementia-friendly. This high-spec accommodation, and the quality support provided by the team, has proved to be a viable alternative to residential care for many of the people supported – enabling them to live independently in their own homes for longer.

Isobel told us about the team's approach to providing support:

*"It's about the practical things we can do for people to make life easier for them. We ask them, how do you want to live your life? What can we do for you? How could we help you achieve those things?"*

Charles Lees' story is a perfect example of this. You may remember his once-in-a-lifetime trip to the Canadian Rocky Mountains, supported by two Carr Gomm staff, from the last edition of the newspaper. He'd also previously been on a glider flight – another life-long dream of his.

Charles sadly passed away recently and is fondly remembered by all at Cassiltoun for living life to the full.



In memory of Charles Lees - shown here with Graeme Crombie and Murdo Maclean during the trip to Canada

# ACHIEVING POSITIVE OUTCOMES

## Preventing homelessness in Argyll & Bute

The Housing Support service in Argyll & Bute supports a range of people at risk of homelessness in and around Lochgilphead, Oban, Campbeltown, Islay, Helensburgh, Rothesay and Dunoon.

Officially, the purpose of the service is to **“sustain and maintain tenancies”**, but, as Support Worker May Cross told us, there’s a lot more to it than that.

**“It’s not just about liaising with the local housing association, we are very much involved with people’s lives”**, May explained. And to do this, the team have to earn the trust of people they support, many of whom have had bad experiences with other agencies in the past. **“Our job requires us to have empathy and understanding, so we start by building up their trust and**

**then go on to assess the real problem”**.

In many cases, debt is an underlying problem so the Housing Support team help people to assess their finances and signpost them to external debt management agencies. The team also work closely with social workers to ensure that the people get any additional support they need.

Since the Housing Support service was established in 2012, it’s gone from strength to strength. The team in Lochgilphead currently support 45 people and have recently had to increase their weekly drop-in sessions due to their popularity.

For more information on this service please contact:

[silviajost@carrgomm.org](mailto:silviajost@carrgomm.org)



May Cross, Support Worker

## One man and his dog...

...or, ‘Just another day in a Carr Gomm Visiting service!’

Our Visiting services provide person-centred support to people with a wide range of different support needs, in their own homes and communities. As the support provided is tailored to each individual, the teams often have a wide range of skills and experience. And no two days are ever quite the same.

In Midlothian, the Visiting team provide 1,000 hours of support each week across the greater Midlothian region. Like many Carr Gomm services, the Midlothian team are renowned for going the extra mile for people they support. And they recently received a special letter of thanks from the Quality Assurance Officer at Midlothian Council...

**“Our client was hospitalised very suddenly and the Carr Gomm Midlothian team rallied round to support. They went over and above their duties ... even arranging for the client’s dog to visit. I believe that their caring attitudes has meant a speedier recovery for our client and his trust in the team is second to none”**

Service Manager Mandy Hay explained that the staff had stepped in after someone they support was admitted to hospital suddenly. John\* has MS and lives alone, with no friends or family nearby. His closest companion is his dog, and the team knew that if there was one thing that would make a difference to him at that time, it would be his pet.

As you can see from the feedback received, it was just what the doctor ordered!

\*Name changed to protect privacy.

## All in a day’s work: Mike’s story

Mike has been supported by our Midlothian Visiting service since 2008, after being discharged from a long stay in hospital. Mike has a physical disability and uses a wheelchair to get around.

In the early days, Mike had three visits a day to help him with a range of tasks including cooking, washing-up and getting dressed. Seven years on, he needs just three half-hourly visits a week.

Mike told us about the progress he’s made over the years.

**“An essential bit of support for me used to be help getting my socks on. When I was able to reach my feet and get my socks on it was a real sign that I was becoming less dependent on carers. I now have more confidence, and more skills”**.

These days, support is all about having an extra pair of hands around the house for Mike.

**“Living in a wheelchair 18 hours a day means that you have limited reach. Often I will find something and know where it is but I can’t quite get to it.”**

Mike also told us that he likes to keep things interesting for his support team too... **“18 months ago I found a dead hedgehog floating in the pond in my back garden and asked them to help me get rid of it”**

It just goes to show that Carr Gomm support really is as unique as you are!



Mike

## Community Compass: creating community connections in Craigmillar



Helena Richards,  
Project Manager for  
Community Compass

Community Compass is our social prescribing service in Craigmillar,

Edinburgh. Here's Jim's\* story, told by Helena Richards, Service Manager for Community Compass.

*"Jim was referred to us because he was recovering from an addiction. He was isolated and quite depressed. He felt that there was nothing for him to do and nowhere to go where he wouldn't be tempted to return to his previous drinking habits.*

*For the first weeks our worker spent time getting to know Jim, finding out what he wanted to do and what he wanted to get out of life. He wanted to get out and about - learn some new skills, follow up on his interests and maybe eventually find a job.*

*Our worker encouraged Jim to join a computer course as he was interested in doing some*

*research online. He also started attending a local mental health project and soon had the confidence to go on his own.*

*Jim soon found he was busy during the day and was much less inclined to remain indoors. He joined a number of other local groups and activities and started to learn lots of new skills.*

*Jim isn't working yet,*

*but feels he's made real progress along the way. He is starting another more advanced computer course and wants to start to giving something back to the community he now feels more part of".*

To find out more about Community Compass, go to: <http://bit.ly/1GYEfcS>

\* Name change to protect privacy

## Community Contacts: a helping hand with SDS



Tricia, a Mutual Support Volunteer, with Dugald at the Community Contacts Blether Group in Lochgilphead

Community Contacts, based in Argyll & Bute, helps to raise awareness and deliver Self-Directed Support (SDS) across the area - enabling local people and communities to put choice and control at the centre of their support.

The project currently provides intensive support to almost 40 people and their families across the area - guiding each person through the SDS journey, as well as providing helpful resources such as our online SDS tool, ClickGo. Contacts also works with local groups, to raise awareness of SDS and strengthen community links.

Recently the Contacts team made a huge impact on the life of Jane\*, and her husband, Mick.\* Becs Barker, Community Contacts manager, told us more.

*"This year we supported Jane and Mick, a local couple in their early 70s. Jane cares for her husband, Mick, who had a stroke a few years back. When we first met with Jane and Mick they told us how they were really not happy with the service they were getting from their care provider and didn't feel they were getting the support they need.*

*Jane and Mick had previously had an SDS assessment with the council and were given only one option for their support: to take a direct payment. There are four options available with SDS, and they knew that option 3, where the council arranges services on behalf of the person, would be much better for them.*

*We were able to tell Jane and Mick more about their rights under SDS, and to support them as they negotiated with the council, to get the option that was right for them. The good news is that they have now managed to change their support package and service provider, and are finally getting the support they want and deserve."*

For more information on Community Contacts, please go to:

<http://bit.ly/1NNu7Vr>

\* Names changed to protect privacy.

## Digging Deep for Craigmillar

This summer, we launched our first ever public fundraising appeal to raise money for Craigmillar Community Grows (CCG) - our community growing initiative in Edinburgh.

CCG is an exciting project which uses gardening and growing activities as a way of increasing people's skills, improving their physical and mental health, and their confidence and self-esteem. Our Community Development Worker, Karin Chipulina, works with local community groups and gardening projects, to help them develop their ideas and activities, and to get more local people involved.



After a really successful first year, we needed to secure funding to continue the project. The Robertson Trust generously pledged £15,000 towards CCG, but there was a catch: we had to 'match' this by raising at least another £15,000. Quite a challenge...

And so the CCG appeal was born. Working with an expert agency, we developed an appeal mail out, which was sent to 5,000 households across Edinburgh,

asking for a donation. We also publicised the campaign in the local press and online.

And we're very pleased to report that our efforts paid off. Thanks to generous donations from members of the public, local businesses and grant-making trusts, we've managed to smash our target and raise almost £22,000. A 'blooming marvellous' result, don't you think?!

# INNOVATING TOGETHER

## Leading the way in digital innovation with ClickGo

We're thrilled to announce ClickGo recently won the judges' special commendation award at The Herald Digital Business Awards (Charity and Social Enterprise Category).

ClickGo is our innovative online tool that gives people real choice and control over their support.

Thanks to the funding we won in the Google Impact Challenge in 2014, we've recently launched a new and improved version of ClickGo, with our partners Planys Cloud.

At The Herald Digital Business Awards, the judges commended ClickGo as a **"practical and innovative online**

**tool"**, as well as describing our nomination as **"heartfelt"**. We were up against some stiff competition in the Charity category so it's fantastic that the judges chose to recognise ClickGo with a special commendation.

Check out the all-new and improved ClickGo at: <http://clickgo2.com>



Chief Executive Lucy Wren and Business Development Manager Andrew Thomson receiving the commendation award

## Problem solving with Argyll & Bute Council

Carr Gomm's reach in Argyll & Bute has rapidly expanded over the last five years. From just one service in 2010, we now run seven busy services covering most of mainland Argyll, plus the islands of Bute, Islay and Luing.

This growth has come about thanks to our partnership with Argyll & Bute Council, and our shared desire to find new and innovative solutions to the challenges of providing services in remote and rural areas.

It all began when we were asked to take over the council's 'Brokerage' service - an out-of-hours telephone service that arranged staff cover for their Homecare services, in 2010.

The following year, we set up the Overnight Response Service, to respond to telecare calls and make home visits to keep people safe and well during the night. We then won two tenders to provide Homecare for older people, and a Housing Support service for people at risk of homelessness.

In 2013, we were asked to take on Social Work Emergency Service (SWES) for the area. This was a big first - for us, the council, and for Scotland. The council told us they knew we could deliver, based on our excellent track record with our other services. And deliver we have.



SWES team

Our highly-skilled SWES team now handle out-of-hours calls and queries on behalf of social work, referring callers on to the right team or service and providing support to social workers. They deal with everything from very sensitive child protection queries, to the downright unusual - such as the call that came in about a beached whale!

The success of the SWES service has led to the development of two more services in the last 18 months, Appropriate Adult Service and Assisted Transport Service.

Operations Manager, Silvia Jost, told us that **"our staff have done a brilliant job of identifying where there's a gap or a problem, and helping to develop a solution for the council. The council know that they can rely on Carr Gomm to provide a really good service."**

**"My family are delighted with the care and diligence you've shown when attending to my father."**

Julia\*. Her father, Bob\*, is supported by our Overnight Response Service in Argyll & Bute



\* Names changed to protect privacy.

## Designing our future together

As an organisation we are always looking for new and better ways to do things. Last year, we embarked on a project with Snook, a service design agency, to develop a new process for gathering and implementing new ideas across the organisation. We named the initiative 'Carr Gomm Futures'.

Carr Gomm Futures is all about bringing great ideas to life in order to improve the quality of our services. It's a way of matching great ideas up with the resources needed to test and develop them; to help get the ideas from a few words scribbled on a napkin to the point where they can be adopted as new practice by Carr Gomm. These resources might include workshops to develop and test ideas or management support from different parts of the organisation.

The process starts with an idea. Ideas are submitted to the Carr Gomm Futures Group, which is made up of staff from across the organisation. The Group meet regularly to discuss the submitted ideas and to match ideas to resources. And then provides support throughout the journey from idea to implementation.

For more information on Carr Gomm Futures and how to get involved, check out the new Futures page on the intranet or email: [ideas@carrgomm.org](mailto:ideas@carrgomm.org)

## Bill's excellent adventures

**A**t Carr Gomm, our aim is to support people to live the life that they choose. For Bill, who's supported by Midlothian Visiting service, that includes enjoying West End musicals and giving Mary Berry a run for her money with regular Sunday baking sessions!

Bill has been supported by members of the staff team to visit Ayr and to go to London twice. On his first trip, they saw the West End hit, The Jersey Boys, and enjoyed a good sing-along to some classic tunes. This time round, it was 'Charlie and the Chocolate Factory', and

they had great seats - right at the front.

Support Assistant Eddie told us how much Bill had enjoyed the show: **"all the machines were exploding right in Bill's face so he was pretty captivated!"**

When he's not planning his next adventure, Bill

loves to bake. Every Sunday he has a baking day with Eddie, one of the support staff. Eddie's a keen baker himself and together they've made many delicious treats. A recent favourite was a jam sponge with vanilla cream... Mmm!



The fabulous baker boys, Bill (right) and Support Assistant, Eddie (left)!

## Betty's lucky ticket

**T**his summer Betty Rhodick, one of our Relief Support Assistants in Lochgilphead, got the fright of her life when she went to check a lottery ticket that her husband had thrown in the bin. The couple had struck it lucky on the Euromillions Millionaire Maker Raffle, making them instant millionaires.

Prior to the win, Betty was employed as a Support Worker for another social care charity as well as working on a casual basis for Carr Gomm with the Overnight Response Service. Her husband Geordie, a former soldier, had already retired from his supervisory post at Argyll & Bute Hospital.

On winning the cash Betty decided to give up her full time job, but stay on as a Relief Support Assistant with Carr Gomm. **"If I didn't, these people wouldn't be able to live in their homes,"** said Betty. **"There are not many drivers in the area and**

**I'm a driver - if they need me, they need me".**

We're thrilled that Betty is still a member of the team, which provides support to people in their own homes between 11pm and 7am each night.

We asked Betty how she thought her life had changed since winning the lottery and she replied **"it's a life changing amount of money, but my life hasn't changed. As long as you've got your health, you're rich".**



Betty's lucky ticket

## Battling midges and rain for a brilliant cause: Robert's story

**T**he thought of 96 miles of walking, never mind the midges and rain, would put most people off attempting the West Highland Way. Not so for Robert Reid, who is supported by Carr Gomm in Dunfermline!

Robert recently completed the epic trek from Milngavie to Fort William, raising a fantastic £355 for the Scottish Autism (Dunfermline) Holiday Fund.

Robert chose to tackle the walk in two sections, braving the rain, drizzle and **"billions of midges"** in order to reach the finish line in mid-September. Members of his Carr Gomm team had supported him along the way - from helping to set up a webpage and text number for donations,

to lacing up their walking boots and keeping him company along the way.

From the months spent planning the walk to the epic 96 mile hike itself, this is a huge achievement, and the amount of money raised is just as fantastic! We wish Robert best of luck with his plans to repeat the trip in 2016.



Robert's expedition

## Nice to meet you... Dawn McArthur, Inverness

### What's your connection to Carr Gomm?

I'm the Rota Coordinator and Administrator in Carr Gomm's Inverness office. I've worked here nearly a month now so I'm learning about the organisation as a I go.

### Tell us a bit more about yourself...

I was born in Inverness and I've lived locally most of my life - apart from a few years in Edinburgh and Glasgow while I studied Events Management at uni.

I'm currently trying to learn to play the Ukulele and have a small craft business making badges. I've also got a not-very-

secret love of Eastenders, which none of my friends share! I love live music so go to gigs and festivals as often as I can.

**If the Carr Gomm fairy could grant you three wishes, what would they be?**

1. To be a mermaid (had that one since I was 10)

2. For everyone I know to be happy and content

3. Meet Mr Right (corny, I know!)

**If you'd like to feature in this column, please get in touch! Email [marketing@carrgomm.org](mailto:marketing@carrgomm.org) or call 0131 659 4734.**



Dawn McArthur