



Ash Denham MSP, Charlotte, Freya and Caroline

## CARR GOMM SIGNS CHARTER FOR INVOLVEMENT

**Karen White Marketing and  
Communications Officer**

**W**e are delighted to sign up to the Charter for Involvement. This demonstrates our commitment to involving people and ensuring that all of the people that we support have a voice that is heard in the issues that affect them.

We have become the 34th organisation to sign up to the Charter. An event was held in our National Service office in Edinburgh and was attended by Ash Denham MSP and Councillor Maureen Child.

The Charter was written by the National Involvement Network (NIN). NIN is made up of a group of people who receive support who come together to discuss issues that are important to them. As part of their work they produced

the Charter which sets out standards for how they would like support to be designed and delivered across Scotland.

Supported by Association for Real Change (ARC Scotland) the Charter was launched earlier this year and has already attracted a number of organisations who are committed to working to these principles (outlined on pages 6 and 7).

Lucy Wren, our Chief Executive said, *"We were delighted to be asked to sign up to the Charter and have already found that it's a very useful way of finding out what we are doing well. The people we support are at the heart of everything we do in Carr Gomm and we want them to be involved as much as possible and have their say in how we do things."*

James Fletcher, Director of ARC Scotland said, *"We are very pleased that Carr Gomm has decided to sign up to the Charter and we warmly welcome them. They are already doing some great work across Scotland and their commitment to the Charter's principles will only add to this."*

*"We've had a great response to the Charter since it was first launched and I would actively encourage any other social care organisations who would like to know more or perhaps get involved to get in touch."*

Ash Denham MSP for Edinburgh Eastern said, *"The National Charter for Involvement is a very welcome step forward in involving those with support needs in decisions about their care, the organisations that support them and their communities. I am very pleased that Carr Gomm have signed up to the charter and hope that other organisations that provide support services will follow suit."*

Councillor Maureen Child said, *"I very much welcome this Charter, and its commitment to ensuring that people who receive support are actively involved in decisions that affect their quality of life. We want to see people achieving their true potential, and being supported to take part in their local community."*

We are very happy to have signed the Charter! You can read more about it on page 3.

## Chief Exec's Column



**W**e have just finished our summer round of local forums. All were very well attended, and feedback shows that everyone enjoyed the theme of Involvement and in particular the focus on the Charter for Involvement. We really do benefit from your ideas about what is important to you and what we need to get right in our care and support. We are delighted to have signed the Charter, and there is more news on this within the Newspaper.

At one of the events I attended, I was particularly taken by how appreciative individual people were of specific staff. It really reminded me that each agreement we have to support someone is actually based on a relationship that can be very special. There were certainly a lot of very exceptional relationships in the room, and those relationships clearly generated confidence in individuals to be more involved in every aspect of their life.

Carr Gomm must always work with an approach that is underpinned by strong values, such as respect, honesty, interdependence, and ensuring choice and control. As we all know relationships can sometimes not be perfect, but by working together and communicating well with each other, we will all be stronger.

*Lucy Wren*

With best wishes,  
Lucy Wren

## 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)**

## Charter For Involvement

Check out  
our pull-out  
poster inside



# WHAT MATTERS TO YOU?

## In this edition...

In this edition of the newspaper we are focusing on the theme of Involvement. The most exciting news to report is that Carr Gomm has signed the Charter for Involvement. Signing the Charter and getting your feedback about this big step forward has been a really valuable experience for everyone involved. Make sure to

read some of our articles about the Charter signing and how we are using your feedback to change how our organisation and your services are run.

The design agency BOLD has produced some great images for the Charter for Involvement and has kindly let us use them for our pull out poster. Please check this

out on pages 6 and 7 and we hope you will display it proudly on your wall.

As always, our newspaper aims to involve all of our employees and all of the people we support. We have had some great stories sent to us for this edition including holiday snaps, personal experiences, poems and recipes!

Our new noticeboard is on page 11, so take a look and have a think about what you can send us to include in our next edition.

Please make sure to give us your feedback on the newspaper by following the link in the Share your views section. Happy reading!

## 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**

<https://carrgomm.typeform.com/to/yEluTq>

@ **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.**



## Why involvement matters to us

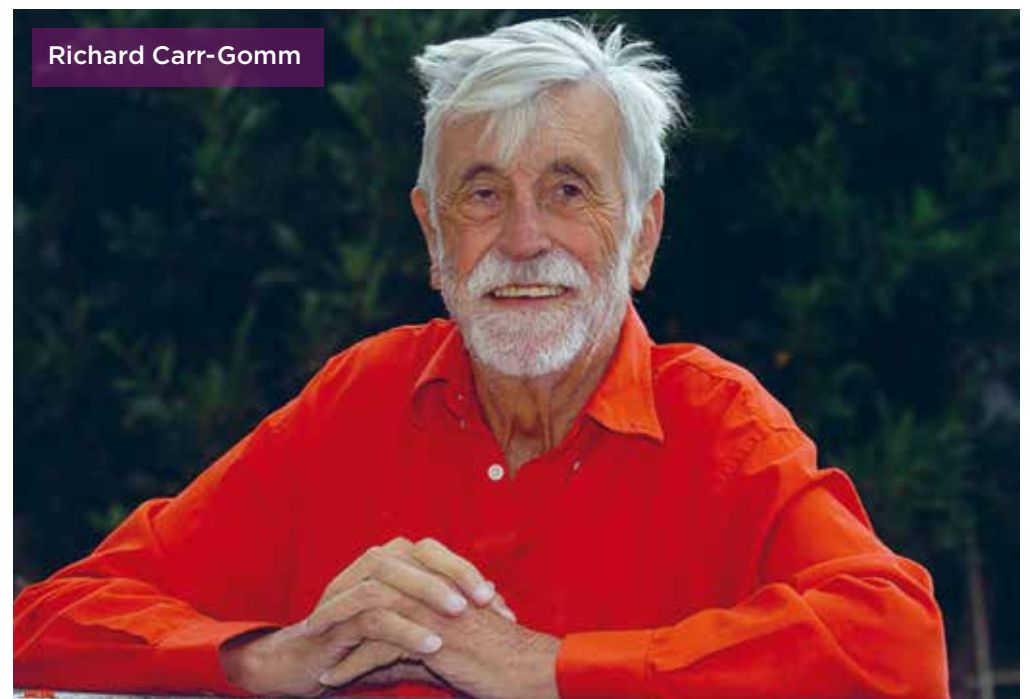
*Lucy Wren, Chief Executive*

It is very exciting to be continuing our work in promoting involvement by signing the Charter for Involvement. Many of the commitments we are making in the Charter are aspects of the work we have been doing over the years. In signing the Charter we are saying this is the standard the people we support and ourselves expect to achieve when working together.

This is an important moment in Carr Gomm's history, which we can relate right back to our namesake Richard Carr-Gomm. Richard Carr-Gomm strongly believed that by respecting each other and working together we could achieve great things. He believed everyone has a role to play in society and that a collaborative approach promotes good health and wellbeing. The Charter is the commitment we are making together to continue working in a way that achieves this goal.

I am delighted those of you who came together to discuss the Charter are supporting us signing up to this commitment. We now have to work hard at making sure we live up to the pledge. We must all monitor and adapt our approach and the services to ensure continuous improvement.

There are different ways that you can participate in the development of your service and influence your support. You can make suggestions to your own Service Manager and team. You can also participate in local focus groups arranged throughout the year.



Richard Carr-Gomm



Getting involved at our Dundee forum

The Carr Gomm Involvement Group will continue to help us ensure the Charter is implemented. If you are interested in being part of this group please let your Service Manager know or contact our Involvement Manager, Tricia. [involvement@carrgomm.org](mailto:involvement@carrgomm.org)

Once again, thank you for your participation and involvement. Let's keep doing more together to ensure our services and our lives in general, are as good as we can make them!

# CHARTER FOR INVOLVEMENT

## Feature article on Charter for Involvement

**Karen White Marketing and Communications Officer**

On the 15th of August, Carr Gomm signed up to the Charter for Involvement. The Charter aims to improve how involved people are in how their services are planned and delivered. The Charter has twelve statements that highlight the way people who use services can participate in managing their own support. Signing the Charter demonstrates our commitment to involving all of the people we support.

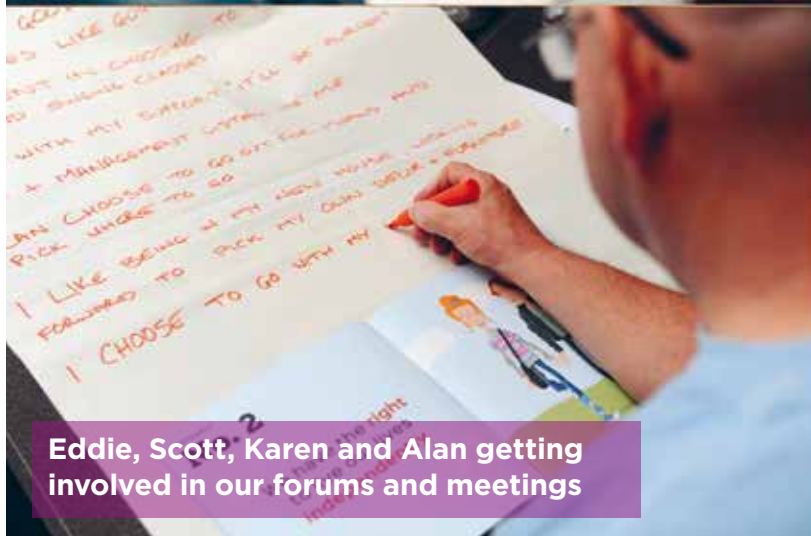
Before we could make the decision to sign up to the Charter, we wanted to know what other people thought. We held six forums to discuss the Charter, and received great feedback. We agreed that signing the Charter for Involvement would be a positive outcome for both Carr Gomm and the people who use our services.

Brian Robertson is the Vice Chair of the NIN and has been involved for over six years. He has been helping to educate Carr Gomm about the Charter and was very keen for us to sign up.

*"I liked being involved with the Carr Gomm forums. I was happy to see that people were keen to be involved and were very interested in the charter and what it would mean to them."*

Brian was glad to see that Carr Gomm had decided to sign the Charter as he knew it would reflect us as an organisation.

*"By signing the Charter Carr Gomm are showing they are interested in listening to what people have to say and reflects the organisation's beliefs. It's also a great resource*



Eddie, Scott, Karen and Alan getting involved in our forums and meetings



**for staff training and will help them put the 12 statements into practice!"**

The Charter was written by the National Involvement Network (NIN). It is unique in Scotland as it has been

we had the chance to talk to some of its members about the Charter.

Alan Mackenzie, a member of NIN, has been involved with promoting the Charter and has

**"I feel proud that the NIN gives me confidence to tell people about the Charter, I know that it will benefit organisations and have positive outcomes for the people those organisations support."**

- Alan Mackenzie

written and developed by people who use services. Carr Gomm has become involved in NIN groups and at a recent meeting

gone through training to present at various events and meetings. He has gained a lot of confidence from teaching others.

**"I feel proud that the NIN gives me confidence to tell people about the Charter, I know that it will benefit organisations and have positive outcomes for the people those organisations support."**

Alan has been involved with NIN since the Charter was first introduced, and he said that it has come on in leaps and bounds since the beginning.

Lynette Linton joined NIN in 2006 and is now Chair Person. She enjoys this role as it keeps her involved and gives her more confidence. It is clear to her that we are involving people in decisions and working with them to achieve the 12 statements.

The Charter has been written in the hope that it will improve the way people are supported. Lynette knows that it will affect many people and the more individuals that

it can help the better. Having Carr Gomm sign the Charter enables more people to gain the benefits from it.

**"Carr Gomm is a broad company that do not only work with people with learning difficulties but with a whole range of people across Scotland. We look forward to working with you."**

The Charter for Involvement is a key resource and guide for all organisations who provide support and we are happy to commit ourselves to the twelve statements. We are always developing and improving our services and we look forward to continuing our work with the National Involvement Network.

For more information check out the website: [www.arcuk.org.uk/scotland/charter-for-involvement/](http://www.arcuk.org.uk/scotland/charter-for-involvement/)

# 2016 FORUM REPORT

## Report

**Tricia Burnet, Involvement Manager**

Over 250 people gathered at venues in Inveraray, Inverness, Dundee, Falkirk, Edinburgh and Glasgow for Carr Gomm's annual Forums. Attendees included people who get support, relatives, support workers, managers and Board Members as well as social workers, council representatives and MSPs.

The main subject of the forums was the Charter for Involvement, written by the National Involvement Network (NIN); a group of people with learning disabilities from across Scotland. We were delighted to welcome members of the NIN who gave a presentation about their work and introduced us to the Charter. This set the scene for group discussions about the statements that make up the document. You can see all 12 of the statements on pages 6 and 7.

Each group looked at one or two of the statements and considered what it meant to them, how it might help them and if they would like to be more involved themselves. The discussions were lively and it was great to hear everyone's feedback.

***"Being involved makes me feel important and needed"***

***"Involvement is important. We are the experts"***

***"It's great to learn new skills"***

There was a clear, strong message that Carr Gomm should sign up to the Charter to demonstrate its commitment to developing involvement further.

At each Forum, people were given a label to tie on a "wishing tree" stating 'what matters to them'. It was interesting to see what people had written on their labels. Family, friends and pets came up a lot and other things such as comfortable shoes, holidays and brown sauce!

The question ***"What matters to you?"*** is an important one for all of us to think about and is much more powerful than asking ***"what's the matter?"*** It encourages us to think about how we can make positive changes towards things that actual matter to us as individuals.

An important part of the Forums is the food. We had everything from stovies to miniature steak pies to profiteroles, all being well received.

Overall, people enjoyed their day; learning something new, meeting

others, taking part in activities and being listened to.

### Plan of Action

We gathered together all the ideas and suggestions that people had come up with at each Forum. The next step is to produce a plan of action, saying how we will take forward the ideas and make them happen, wherever possible, or give a good reason why it's not possible.

There were a number of common themes:

People spoke very positively about their support: how it helped them to live independently and make their own choices and decisions. People generally felt that they were at the heart of plans about their lives.

There was a lot of interest in helping to select new workers. Some people do this already and said that being involved made them feel more confident. Other people said they would like this opportunity.

Other areas where people felt they would like to be involved included: helping to plan events such as the Forums, helping to write policies and make them easy to understand, and training staff. So we will be making more opportunities for people to be involved in all these areas.

We have already taken action by signing the Charter for Involvement, and we will take more action to ensure you have more opportunities to be involved.



# YOU SAID, WE DID...

## Introduction

**Tricia Burnet, Involvement Manager**

**W**e are always keen to hear your views about how your support is working for you and what would be better (Statement 4 of the Charter for Involvement). This means we listen to what you say, take action, and then let you know what we have done.

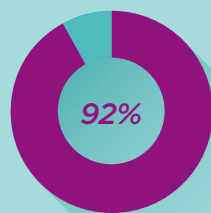
One of the ways we ask for your opinions is by sending out a questionnaire twice a year. This asks everyone we support and relatives about how satisfied everyone is with the support provided by Carr Gomm.

We look at all the results and put them together to get some overall numbers, as you can see here. However if you tell us about a specific problem you have, we will contact you and work with you to find a solution. Equally if you have an idea, we will get in touch with you to see how we can develop it.

Here are some of the results:

As you can see, although the scores were still high, the two questions with lower scores were about involvement and the management of the service. As we have now signed up to the Charter for Involvement, we will be looking at how we involve people more, and we will be able to see if knowing about the Charter makes a difference. As regards management of the service, we will ensure that everyone has the name and contact number for the Service Manager and we will also make every effort to let people know in advance of a change to the rota.

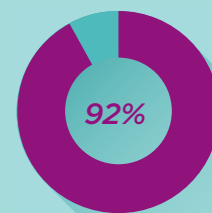
**Question 1:** If I had a concern, staff would listen to me



92% strongly agreed

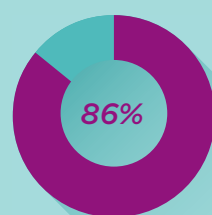
**“I find the service a welcome in my week. It is a help both physically and with lifestyle guidance and advice which I really appreciate” (Highland)**

**Question 2:** The people who work with me understand my needs



92% strongly agreed

**Question 3:** I am involved in decisions about my support

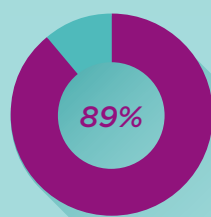


86% strongly agreed

**“I have a good team who listen to me and let me make my own decisions” (Midlothian)**

**“I have really enjoyed my support. It has worked at my pace which has really been wonderful” (Glasgow)**

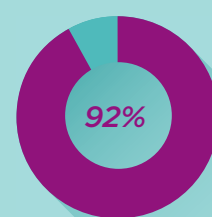
**Question 4:** My service is well organised and managed



89% strongly agreed

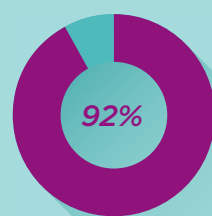
**“Thank you for the best care your girls have given me. They are so understanding, they are the best.” (East Lothian)**

**Question 5:** My support is making a positive difference in my life



92% strongly agreed

**Question 6:** I am satisfied with the service I receive



92% strongly agreed

**“They have done so well with me that soon I will no longer need their help” (Argyll & Bute)**

**“I feel happy because the staff are loving and caring” (Edinburgh)**

## Making your voice heard

**Tricia Burnet, Involvement Manager**

**W**hen you read about the Charter for Involvement in this newspaper, hopefully you will see how important it is for you to be listened to and your views respected.

There are lots of ways that people supported by Carr Gomm can make their voice heard. You might like to attend meetings or Speaking Up groups which take place in different parts of the country from time to time.

Many people are interested in helping to select new workers and there are different ways you can be involved in this. You might choose to be on the interview panel or you might like to meet the candidates for a chat.

Some people contribute by suggesting a question that the interviewers then ask. If you are interested, we would help you to prepare. Please speak to one of your workers or your service manager if you would like to know more.

Some people like to have their story included in the newspaper and people really enjoy reading stories from other people.

Another way of making your voice heard is to fill in a suggestions card (ask your worker to give you one). We also want to hear if something is not working for you so it is important that you contact us about any concerns or fill in a complaints form and we will look into it. If you don't already have a complaints leaflet, ask one of your workers for one.

As a new way of making your voice heard, we are going to set up a Facebook group for people who are interested in being involved through social media. So if you use a computer, tablet or smartphone, this might be for you. Once this is set up we will publicise it and you can also get in touch with Tricia (contact details below) to say you are interested..

**Tricia Burnet  
Involvement Manager**

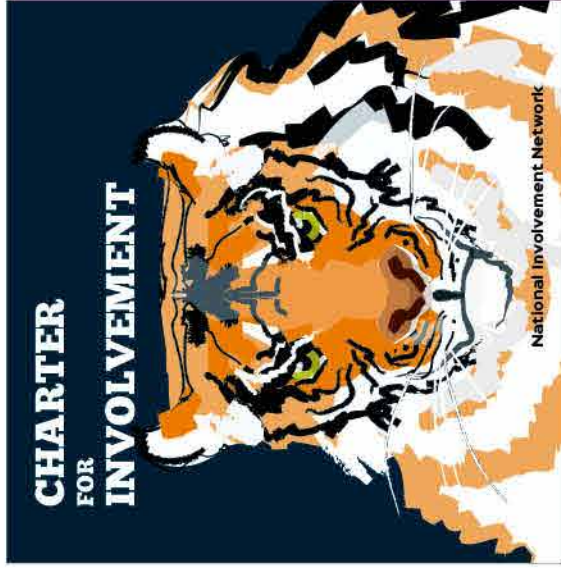
@ Email [involvement@carrgomm.org](mailto:involvement@carrgomm.org)

Phone 0131 659 4777

# CHARTER FOR INVOLVEMENT



Supporting People & Communities



**STATEMENT No. 1**

We must be at the **heart** of any plans about **our** lives

**STATEMENT No. 2**

We have the **right** to live our lives **independently**

**STATEMENT No. 3**

We must be **involved** in our **communities**

**STATEMENT No. 4**

We must be able to **speak** about how our **support** is working for us and what would be better

**STATEMENT No. 5**

We want to be **involved in choosing** the people who support us

**STATEMENT No. 6**

We want to give **information** and **training** to staff at all levels

## Who Has Written The Charter?

The Charter has been written by members of the National Involvement Network (NIN). We are a group of people who get support from different social care organisations across Scotland. We have been meeting since 2007 to share ideas about things that matter to us and to promote involvement.

We wrote the Charter because:

- everyone isn't asked their views
- everyone isn't involved
- everyone isn't getting the support they need to be involved

## What is The Charter?

The Charter for Involvement

■ shows how people who use support services want to be involved:

- in the services we get
- in the organisations that provide our services
- in our wider communities

Most importantly, the Charter helps us to be listened to and respected.

This is a short version of the Charter. For a copy of the full Charter for Involvement or for more information about the National

Involvement Network contact ARC Scotland:

Unit 12  
Hardengreen Business Centre  
Eskbank  
Dalkeith  
Midlothian  
EH22 3NX

[arc.scotland@arcuk.org.uk](mailto:arc.scotland@arcuk.org.uk)  
0131 663 4444

[www.arcuk.org.uk/scotland](http://www.arcuk.org.uk/scotland)  
[twitter.com/ARCScot](https://twitter.com/ARCScot)

## What we Want to Happen

**W**e have now signed up to this Charter and promise to put these statements into practice.

We want people who receive support to be able to get much more involved in our organisation and to have the same opportunities as everyone else.

Most of all we want to make sure each individual is listened to and respected.

STATEMENT

## No. 7

“ We want to be **involved** in writing **policies** that affect us and making them easier to understand ”



STATEMENT

## No. 8

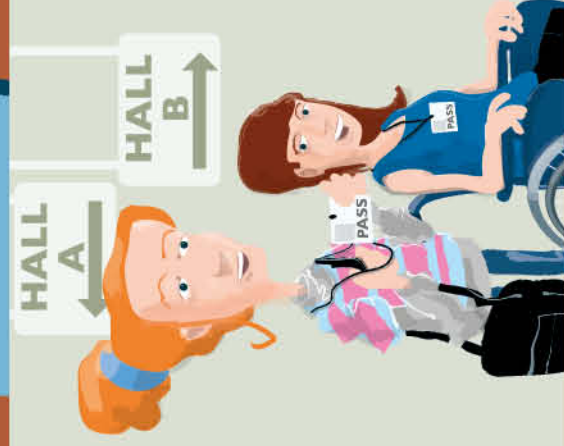
“ We want to be **involved** in **decisions** made by the organisations that plan and run our support ”



STATEMENT

## No. 9

“ We want to be **involved** in **events** run by the organisations that plan and run our support ”



STATEMENT

## No. 10

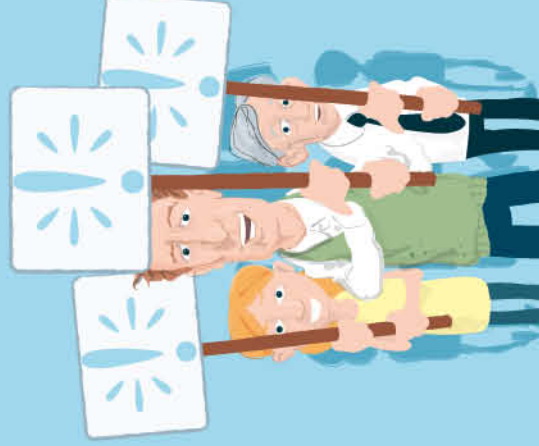
“ We want to be **involved** with **'speaking-up'** groups ”



STATEMENT

## No. 11

“ We want to **take part** in national and local **campaigns** ”



STATEMENT

## No. 12

“ We have the **right** to make formal **complaints** if we need to ”



Tricia Burnet - Involvement Manager

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

0131-659-4797



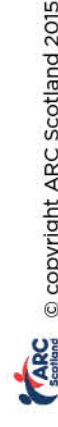
The Scottish Government  
Riaghaltas na h-Alba

The Charter for Involvement has been produced by the NIN and funded by the Scottish Government.

Special thanks go to the NIN members in the Charter Working Group who have worked so hard to produce the Charter.

NIN is supported by ARC Scotland.

Design by BOLD, Illustrations by Gordon Tait



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# SELF-DIRECTED SUPPORT

## People get blethering during Self-Directed Support Awareness Week

**Eilidh MacDonald, Head of Community Development**

People across Argyll came together in community places to catch up about 'What Matters to You' as part of the national SDS Awareness Week 2016.

In Oban members of Community Contacts Blether Group hosted a Vintage Tea Afternoon. We were delighted that volunteers, Kay and Margaret-Anne joined us. Kay's hobby is to collect vintage tea sets and it is her dream to open a tea shop. Kay said, *"It's been great. My tea sets usually stay in boxes in the shed, but I've been able to help people enjoy them and I've really enjoyed the conversation."* Members were also joined by Self-Directed Support Scotland, NHS Highland and Carers' Trust along with members of the community. Alison McGrory and Maime Thomson of NHS Highland

shared information about the, 'Reach Out Loneliness Campaign' and people signed a pledge to 'reach out' to those individuals who may be lonely, and to make a difference in their lives.' The group will meet to think about practical ways to make this reality together.

Self-Directed Support is about having choice and control in life, so the theme 'What Matters to You?' was fitting. People joining us to Blether about SDS in Dunoon, Lochgilphead, Tarbert and Helensburgh talked about the relationships they have with family and friends, whilst others mentioned 'walking on the beach,' their pets and good health.

Community Contacts offers a 'Helping Hand with Self-Directed Support' by sharing independent information and advice. This can include putting people in touch



Oban SDS Blether group host a Vintage Afternoon Tea

with other organisations or more intensive support throughout the SDS process via one-to-one support with a project worker or trained volunteer, or by helping people join one of our Community based "SDS Blether Groups". Community

Contacts has workers based in Helensburgh, Mid Argyll, Dunoon and Oban.

Find out more at:  
[www.carrgomm.org/communitycontacts](http://www.carrgomm.org/communitycontacts) or on Twitter @SDS\_Contacts

## Dave's story: what's important to me



Dave and Sam the Collie

**Dave, with support from Simon**

I have Cerebral Palsy. This condition affects everyone who has it differently. For me, it means that I have to use a wheelchair to get around and that my muscles can be tight and sore, so I often need help to do the ordinary things in life. I'm used to it but sometimes it annoys me that I have to depend on other people.

I became really unwell towards the end of last year and didn't feel up to leaving the house. Everybody else seemed to be getting on with life but it seemed to be passing me by.

Six months later, I am back to feeling okay again. It has taken the care of family and good people from different agencies taking their time with me

and my Mum to get things to where they are now.

My Social Worker has supported us through the assessment for Self-Directed Support. We discussed all the options and I liked the idea of having one-to-one support from a Personal Assistant (PA) to enable me to get out and about.

A couple of weeks ago, I was thinking about buying tickets for a gig at the Hydro in Glasgow for a band I have been into for ages but the thought of the hassle put me off. I now have a small personal budget that will allow me to employ a PA that will make this kind of thing possible. My Social Worker and I are now working together to find the right person.

It's important to me that my PA will help me to do

things rather than them doing things for me. Sometimes it looks like I'm struggling but it's really important that I do all that I can for myself.

Last weekend I took part in a regatta at a local sailing club with the support of a Carr Gomm support worker. My sailing buddy is pretty experienced and gets the balance about right between supporting me and letting me do all that I can. Sometimes you just can't see how things will turn out. It's taking chances to look at new stuff and see where it leads. Even a few weeks ago I wouldn't have thought I would be doing that on a sunny weekend.

You can read more about Dave's story at:

[www.carrgomm.org/our-stories](http://www.carrgomm.org/our-stories)

## Life after hospital - our new Firhill service

**Karen White Marketing and Communications Officer**

**F**irhill is an innovative new service based in Edinburgh. It is a public social partnership between Carr Gomm, the NHS and the City of Edinburgh Council, supporting people to live independently in their own home after a period in the Royal Edinburgh Hospital.

The team based at Firhill support people to grow their confidence, develop their skills and regain their independence. Without this new service it is most likely that people would remain in hospital, unable to live their lives independently.

Firhill is a brilliant example of health and social care integration in action. Carr Gomm staff work inside the Royal Edinburgh Hospital wards whilst NHS staff work at Firhill, alongside partners from Penumbra and the Volunteer Centre. The opening of the service involved people from Tesco bank and Blackrock who provided volunteers to help with the refurbishment of the building!

This service is life-changing for people who have spent prolonged periods living in the Royal Edinburgh Hospital and struggling with life's challenges. Faye Mentiplay, Firhill's manager, is proud of the work they are achieving and has already seen

significant progress from the people she supports.

***"This new model of rehabilitation in the community is a great example of good partnership work."***

Faye admits that it has been challenging for everyone involved as it is such a big, new service that no one has tried before. But now everyone has settled in and got to grips with the task at hand they are doing well.

***"Everyone is doing really well and we have had some great feedback from the Patient's Council and other health professionals."***



Faye Mentiplay - Firhill Manager

## What's a personal outcome?



Making friends!

**Tricia Burnet, Involvement Manager**

**A**s part of your support, we ask you about your personal outcomes. We also ask for your opinion about the progress you are making towards your outcomes.

You may be wondering what a personal outcome is. If so, read on...

Your personal outcomes are what matters to you and what is most important in your life. We ask so that we can plan activities and support to achieve these. For instance you might want to improve your fitness level, increase your confidence or make new friends. The main

thing is that these are the things that are important to you; not something that someone else decides.

Once you have identified your personal outcomes, your support worker will have routine conversations with you about the progress you are making towards achieving these outcomes. It is important to ask you how you see your progress, as well as other people in your life such as your social worker, nurse or your family and the workers who support you.

So, rather than asking ***"what's the matter?"***, we believe it is much more important to ask ***"what matters to you?"***

## Carr Gomm Futures

**Scott McNair, Community Projects Manager**

**I** am one of Carr Gomm's Community project managers. After serving in the RAF for 25 years as an engineer, I felt I needed a career change and found myself as a youth and community worker. I went from training new technicians on Harrier Weapons systems in Cambridgeshire to working in some of the most deprived areas of Glasgow. My passion for social justice was reinforced through some of my work in these communities and continues today in my work in Carr Gomm.

My main role is to manage a number of community initiatives. I find my role extremely rewarding, as we are supporting people to be themselves and this fits well with my passion for social justice. My most recent project has been to support and help launch the Carr Gomm Futures initiative.

Carr Gomm Futures is an exciting innovative new initiative which helps to empower staff to help shape Carr Gomm. With our online application we give people the opportunity to have their say in how they would like our company to adapt and improve.



A Carr Gomm Futures meeting

Behind the ideas there is a coaching programme to support staff to test those ideas. I look forward to getting lots of ideas, big or small, and helping staff teams to develop them. I believe that everyone should have a chance to be involved.

In a lot of organisations, staff don't get given the time or the skills to help them design the way the organisation is going and I think Carr Gomm futures will do that. So people can be part of the future.

If you have an idea, use the link below to submit your thoughts and you could become part of the team working to bring ideas into reality.

Even a small change could make a big difference.

**[www.carrgomm.org/intranet/futures](http://www.carrgomm.org/intranet/futures)**

## ClickGo dementia project

Chloe Burton, Projects Officer

ClickGo is an innovative, accessible online tool developed by Carr Gomm and Planys Mobile to empower people to self-direct their social care support. With the principles of personalisation at its heart, the project aims to make choice, control and independence a reality for everyone, regardless of support needs or support provider.

ClickGo users can securely log in to the website to manage all aspects of their support. They can access their real-time support schedule (complete with photographs and profiles of their care workers) whenever they choose and can send appointment requests to their provider.

ClickGo is now being offered to people newly diagnosed with dementia in the Lothians as part of an innovative new Digital Support Platform. Through this initiative, individuals living with dementia are provided with a

tablet computer and mobile broadband to access ClickGo, the NHS's Living it Up website, and a carer's app called Jointly. This exciting project is being led by NHS Lothian and the University of Edinburgh, who are also conducting an academic evaluation to measure the impact of the Digital Support Platform.

This is a fantastic opportunity to extend ClickGo's reach and make choice, control and independence a reality for many more people



Chloe teaching others about ClickGo

across the region. For more information about the project, please contact Chloe on 0131 659 4738 or [chloeburton@carrgomm.org](mailto:chloeburton@carrgomm.org)

## Community Day Responder service in Argyll & Bute



Glasgow Responder Team

Maggie Dowe - Business Development Manager

In 2015, we worked in partnership with NHS Highland to design a Day Responder Service to complement our existing Overnight Responder across Argyll & Bute, and our 24-hour Responder in Glasgow. The Day Responder service started in

March 2016 with funding from the Integrated Care Fund.

The service reduces delayed discharge times, ensures people can access Telecare much more quickly, and also enables people to remain at home, living active, healthier and independent lives. The service also has an impact on the emergency services by reducing ambulance call outs and emergency admissions to hospital, thereby reducing NHS costs.

The Day Responder Service supports many people to feel safe at home. Louise\* using the service in Campbeltown told us that: *"Without the Community Day responder service I would*

*not feel safe. Just knowing someone is there whenever I need them reassures me."*

The day responder service made 142 visits to people in the space of 5 months in Argyll and Bute. In many cases if this service was not available the individuals would have had to contact the emergency services and been admitted to hospital unnecessarily.

A good example of this was when Mrs Douglas accidentally set off her Telecare alarm while getting dressed. This of course alerted the Community Day Responder service that she may be in danger. Our worker attempted to contact Mrs Douglas but there

was no response. Quickly, our Responder worker visited her in her home and found her safe and well. If the Community Day Responder had not been in place the emergency services would have been called, taking them away from other people who are in urgent need.

Our Responder services in Argyll & Bute and in Glasgow have a significant impact on many people. We look forward to working in partnership with other local authorities and health boards to bring these benefits to more people and communities."

\*Names changed to protect confidentiality

## AGM 2016



Borders - team of the year 2015

Diana Turnbull - Operations Manager

The 2016 AGM will be held on Friday 25th November at SPACE, Edinburgh. Given the current economic climate it has been decided that the event will be on a smaller scale than in previous years.

The Carr Gomm shop will still be present getting everyone into the

festive spirit." And edit the third paragraph to read "The business section will take place in the morning and the staff awards in the afternoon.

The business section will still take place in the morning and the staff awards will take place in the afternoon.

As in previous years, there are four categories for the staff awards:

### Most Innovative Individual or Team

This award is for the team or individual that has changed the way their service works to provide a higher quality of care

### Most Inspirational Individual

This award is for the individual who has demonstrated excellent talent and care in difficult circumstances

### Involvement Award

This award is for the team or individual that has been key to involvement activities and engaging with people we support

### Team of the Year

This award is for the team that has performed exceptionally well.

We are looking to celebrate all the incredible things that staff have done. Many colleagues

think this is 'all part of the job', but there are some truly brilliant things happening across Carr Gomm and we are looking to recognise this.

Please check out the intranet for previous year's winners and to get more information. If you don't have access to the intranet, or you have a specific question, then contact

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

The AGM will be open for company members to attend. If you would like to attend and are not currently a company member then please complete the form on the intranet or **contact info@carrgomm.org** for more details.

# NOTICEBOARD

## Welcome to our new noticeboard!

This is where we will be sharing stories from YOU. We have a great range this time round from all across Scotland, including some happy holiday snaps, a poem and even a tasty recipe that we would love you all to try out.

Tweet us your pictures and stories @CG\_CarrGomm or email marketing@carrgomm.org

We look forward to hearing from you and you never know it could be your picture in the next newspaper edition.

## Crerar hotels Discount!

Carr Gomm have now partnered with Crerar hotels to get all staff and people supported a 20% discount!

Contact your service manager for more information and the promo code.



### Glamis Castle

One of the people we support is a keen photographer so we thought we would share one of his pictures!



### Happy retirement

Congratulations to Pete from our Midlothian service, who retired last week after 11 years with Carr Gomm.



### Gary's Helicopter Flight

Thanks to the Dreams CAN Come True Fund, Gary flew from Ingliston to North Berwick and saw some great landmarks!

## Jason's mac 'n' cheese

### Ingredients

- 100g pasta
- 100g butter or margarine
- 50g flour
- ½ pint of milk
- 250g cheese
- Mustard, if wanted

### Directions

1. Put pasta in pot and bring to boil
2. Melt butter or margarine
3. Add flour
4. Add milk and remove lumps
5. Add in cheese and mustard if wanted
6. Mix pasta & sauce together and serve!



Hello!

We are having a great time! With the support of Carr Gomm I got the chance to go to Blackpool. We went to the Aquarium, The Legends Show (look-a-like singers), Pleasure beach and had two trips to the Chinese buffet! I've had a great time and would love to come back again!

Wish you were here!  
Maurice

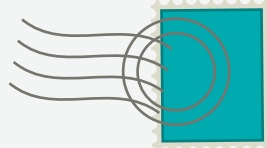


Hello!

We are having a great time! With the support of Carr Gomm we got to go to Pitlochry!

We have been neighbours for years but this is our first holiday and we are enjoying activities alone and together. We enjoyed day trips to nearby locations, shopping, sightseeing and good food!

Wish you were here!  
Brian and Carol



## Swan in Muse Queen of our Canals

Dear, lovely Swan  
Silent proud graceful  
with enchanted presence  
Like a gliding white heart on  
water  
to and fro  
On your silvery glass stage  
Playful, smiling, alive

So quiet like a sweet night  
and in short silence  
The true essence  
of your guarded beauty  
One of nature's wonders  
From afar, from afar

Oh, dear silent swan  
The epitome of grace  
In nature's chosen place  
petals falling from your white  
rose wings  
As you soar into the mystic  
beyond the distance  
To be with your only ones

Silent proud graceful  
Having us all a-wondering  
at your enchanted flight  
you beautiful silent swan  
leaving behind memories  
that could never be replaced.

Gerry McQuade

## Snap happy on Skye

### Lachie John with support from Sarah

It's Saturday morning and Sarah and Lachie John are in their favourite café planning the day ahead. Breakfast done and decisions made, they set off with their trusty camera.

According to Sarah, Lachie John is a 'man of few words' but when it comes to his weekend photography expeditions he knows exactly what he likes and he is not afraid to say it!

Lachie John is supported by Carr Gomm's Respite Service in Highland and has always been interested in taking

photographs. He loves showing them to his mum to give her a flavour of his day.

When Sarah started working with Lachie John they came up with an even better way for him to share his day with his mum. By printing out the best photos and making them into albums (often with catchy captions!) Lachie John and his mum spend time together poring over the weird and wonderful things that catches his eye when he's out and about.

This is a great example of how a small amount of fundraised income, in this case to buy ink and paper

to showcase Lachie John's photographs, has made a huge difference.

You can make a donation to Carr Gomm's work across the Highlands by calling our Inverness office on 01463 242112. Or pop into our charity shop in the Victorian Market run by Shop Manager Ania and her fantastic volunteers and pick up a bargain. By supporting the work of the shop you'll be providing opportunities for people like Lachie John all across the Highlands.

Or if you'd prefer to make a donation online goto <http://ow.ly/26M1303eOZW>



Lachie John and his photo album

## My dream job



Chris with his support worker Jamie

### Chris, with support from Jamie

My name is Chris. I live in Musselburgh, in East Lothian. For the past few months, I have been working part-time as an usher at the Filmhouse in Edinburgh. Before working in the Filmhouse, I used to go once a week as I'm a big film enthusiast and enjoy spending time there.

I enjoy having a job that is well suited to me. I have been able to work and socialise with a wide range of people from different backgrounds. It makes me feel useful and it has helped my confidence. I also get to watch movies for free! At the moment I work one day a week but I have the opportunity to work more when I feel ready.

## Nice to meet you... Freya, Edinburgh

### Karen White - Marketing and Communications Officer

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

I have been supported by Carr Gomm for nearly 20 years. During this time I have joined the Involvement Group and I go to many events each year.

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

I help volunteer at Save the Children's charity shop and love the work I do there. I love Carr Gomm and how they have been there for me. I always say if I win the lottery I will donate half to Carr Gomm and the great people that work there. I love the Involvement Group and I'm glad it gives me the chance to speak out about any issues. I like the idea that maybe what I have to say will actually be listened to and made into reality.

I'm also proud of Carr Gomm signing the Charter for Involvement as it shows they are willing to listen and improve and



Freya

I know it will help everybody.

#### Tell us three fun facts about yourself...

My favourite colour is red.

I love cats

If I had to live off one food for the rest of my life it would be any kind of pasta!

**If you would like to feature in this column, please get in touch!**

**Email [marketing@carrgomm.org](mailto:marketing@carrgomm.org) or call 0131 659 4734**