

# *Carr-Gomm Scotland*

Person-Centred Support, Supported Living and Community Care Services

Annual Review  
2010



“We are in the top 3% of providers, as rated by the Care Commission.”

14 SEPT 2009

“It’s a fantastic service, you are supported, not ‘looked after’ and can make your own decisions. It makes you independent.”

VANESSA



# Convenor's welcome

## Welcome to Carr-Gomm Scotland's Annual Review.

In this year's Annual Review you will read about some of the ways Carr-Gomm Scotland is supporting people to move forward in their lives. Sometimes these are big, significant steps such as when someone moves into their own home or is able to stay independent at home after an illness. For everyone there are the smaller changes that add up to having a good life.

The Annual Review is also about the many ways in which we are moving forward as an organisation. We are supporting more people who are buying care direct from us themselves, rather than using services organised by the local authority, because we can provide the quality of care as well as the type of care that people want. We are also getting involved in more community projects, because this helps people have more opportunities in their lives.

For me, the message that runs through it all is a positive one, with people feeling hopeful in spite of all the difficulties and uncertainty that we know we face. We are able to be positive because we have listened to and learned from people over the past 12 years. We know how to be innovative, to plan ahead and to make it happen.

I hope that you enjoy celebrating our successes with us and continue to be a part of whatever happens next.



Anne Conner  
Convenor



## SUCCESS *now*

# New Services

We have had a very busy period of growth and have welcomed lots of new people into our organisation with the Corstorphine service in Edinburgh, Glasgow Visiting Support service, Lochend service in Edinburgh and Inveresk service in Dundee. These are just a few areas where we have established a new service, have seen it develop and seen people's lives transform.

Our Corstorphine service provides support and care to young people moving into their own homes for the first time. The houses are part of a new-build development which is in the former grounds of Corstorphine hospital. Situated close by is Edinburgh Zoo and the sound of animals can often be heard, especially in the quiet of early mornings. The service is commissioned by the City of Edinburgh Council and the staff team work closely with health professionals from the Local Learning Disability team to ensure the people supported have their needs met fully.

A music group started recently in the service with instruments donated by local music shops Scayles, Red Dog Music and a local craftsman who donated hand made instruments.

“Julie likes music and is always keen to participate. Julie had a favourite song she had been singing from *The Sound of Music*; ‘My Favourite Things’. As she strummed on the strings her face lit up, she was so excited and pleased with herself and now wants her own guitar, an orange one.”

CAROLINE, JULIE'S KEY WORKER



# Linda

Linda was about 21 when she first became unwell and went into hospital; before this she had spent some time modelling.

After almost 37 years at the Royal Edinburgh Hospital, Linda has now moved into a flat at our new service in Lochend with another 9 people. The new flats were opened in the summer of 2010, along with a staff base and a communal dining and living room.

The service is run in partnership with the Community Rehabilitation Team, City of Edinburgh Council and the Commissioner for Mental Health Services. It is a great success and people are enjoying their independence in the knowledge that staff are on site for them should they need any help or reassurance.

“I like jewellery especially necklaces and enjoy going to the shops in Leith and going down to Portobello for ice-cream which is my favourite alongside smoothies and also Chinese food. It’s good to have my own room, rather than sharing a ward with others.”

LINDA



## SUCCESS *now*

# Moving On

In the summer of 2010 we began to provide support for people moving out of Liff Hospital in Dundee.

People moved in to a multi-million pound housing development in Inveresk built by Angus Housing Association in partnership with Dundee City Council.

This is an exciting and challenging time for all those involved. Not long after moving in we asked some of the people how they were finding it...

“After 20 years in hospital it’s great to be here there is lots and lots of space. This is only my 4th day I’ve spent here but it’s great, I’m waiting on the flooring for the kitchen coming down”.

JIM

“It’s freedom here, all this space it’s great it’s just freedom! I go and visit Dougie and the other guys or I go to the Olympia sports centre.”

BILLY

“It’s been over a week since I moved in, I bought all the furniture etc myself. I still need to get some possessions from my container. It’s great having the staff flat in the same block, if there is a problem they solve it, they are really close. I have just started a 10 week drama therapy course which is really good. I really love my flat.”

ALEX



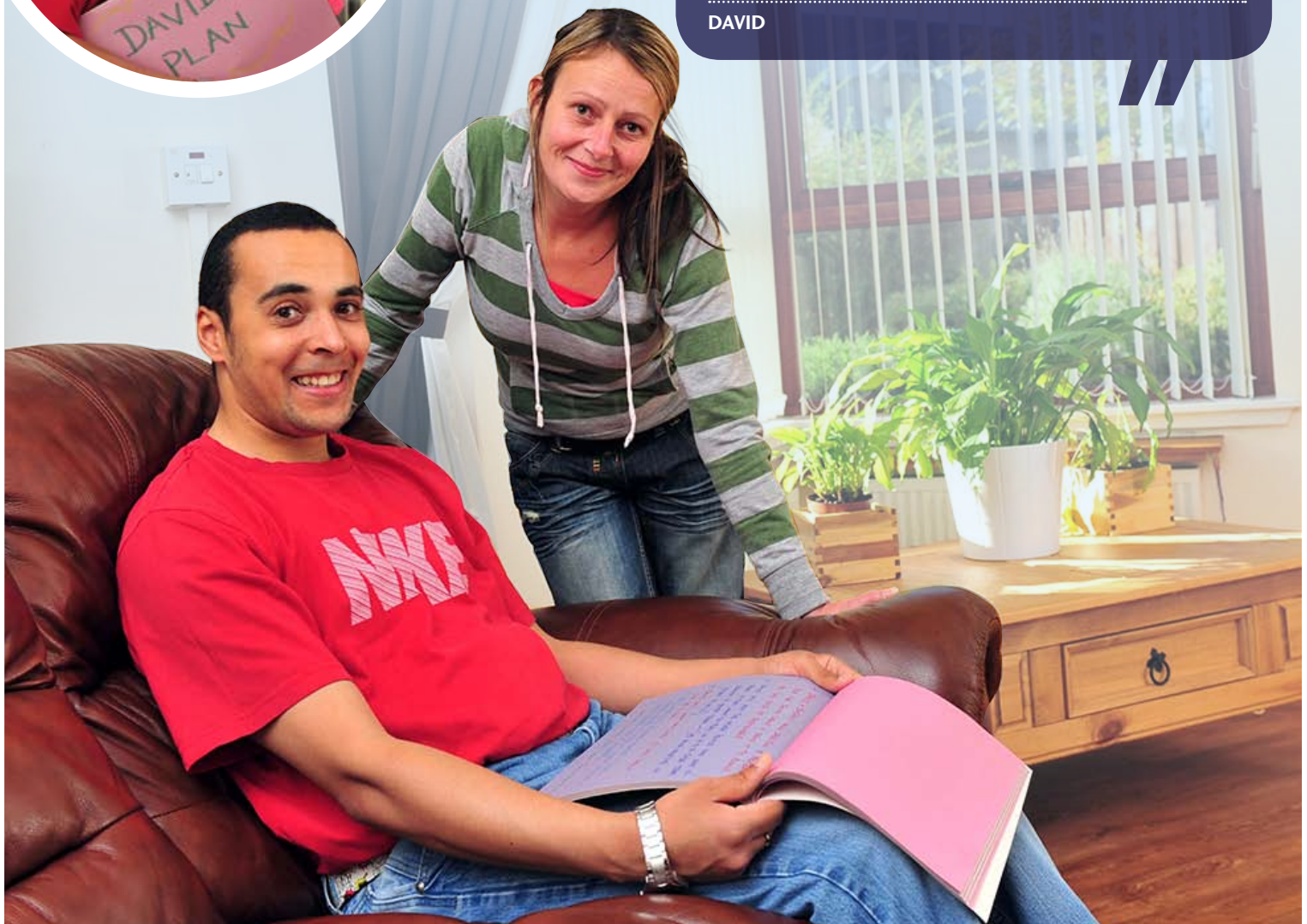
# David's Plan

Person Centred Planning is a way to work out what you want to do in your life, when you feel stuck and are not sure how to move forward. Our Person-Centred Planning group has been established for over 6 years and helps facilitate plans for individuals and groups.

The group supported David to create his Person-Centred Plan in a book.

“It felt brilliant because I got to put my point of view across about my dreams and ambitions. I hope it comes true. Susan will help me organise it. I enjoyed thinking about what to put in the book. Mike was good and there were different colours. I can see which bit is good. Doing the plan helped me to think about moving on. I feel in control.”

DAVID



## SUCCESS *now*

# Dreams Can Come True

Camel first came to Scotland seeking asylum. He had felt ‘There was no light in his life’. He moved to Glasgow and started to receive support from us. In conversations his Key Worker John, found that Camel had always wanted to visit Edinburgh Castle.

Together they applied to our Dreams Can Come True Fund. The application was successful and in the summer Camel and John visited Edinburgh Castle. The trip also included a visit to the local Mosque.

Our Dreams Can Come True fund is governed by a panel of people we support, staff and

Board members. They meet regularly to consider the varied applications. Other successful awards this year have included: the release of a vinyl record, funding for a training course and the cost of a passport. Anyone we support can apply to the fund so please ask your Key Worker for more information.

“Camel appeared much more relaxed and jovial visiting Edinburgh Castle, than at any other time I’d known him”.

JOHN



# VISION *for the future*

## Personalisation

Carr-Gomm Scotland is at the forefront of the personalisation agenda.

We have a dedicated manager at a strategic level whose role is to take forward the organisational strategy around Self-Directed Support.

We are committed to working in partnership with Local Authorities to promote the development of Self-Directed Support in Scotland and are members of In Control Scotland.

Carr-Gomm Scotland has been looking at how we help people to manage Individual Budgets, Direct Payments and Self-Directed Support.

Our aim is to make it simple so that people have maximum choice. We have systems that empower people to have control over the way they shape their support.

We already provide support to 45 people who have Direct Payments and/or Independent Living Fund. This equates to 5% of our income for the year 2010/2011.

We are aware of the need to build knowledge, understanding and confidence amongst people to enable them to assume more control over how they are supported.



## VISION *for the future*

# Maggie

In July this year Maggie Fleming took on a new role of Operations Manager for Self-Directed Support, after being an Operations Manager with us in Edinburgh for 10 years. This new role has been created as part of our strategy to respond to the changing market place and ensure that we make it simple for people who have Direct Payments to buy a service from us.

“I am very pleased to be taking a lead in planning and developing the organisation’s strategy around Self-Directed Support and to be involved across the organisation in looking toward the future.

People who know me will be wondering if I am surviving in an office environment but just to reassure you I am finding plenty of opportunities to get out and meet people who already have or are thinking about Direct Payments”.

MAGGIE

Please contact Maggie if there is anything you want to know about Self-Directed Support or if you have a Direct Payment. Or you can book a time for Maggie to come and visit with you. Tel: **0131 659 4778** or email [maggiefleming@carr-gommScotland.org.uk](mailto:maggiefleming@carr-gommScotland.org.uk)



# Coping with Change

We have supported Philip for over 5 years and he was recently given a Direct Payment.

“At the beginning I got a lot of information. Maggie and other people came to chat it over and explain what would happen. I have found that getting a Direct Payment has been very straight forward. It is a different system to before and I am still trying to get the online system working OK. My support is still the same I sometimes get introduced to new workers, but I enjoy the variety and overall I feel more in control. I can see where the money has been spent and the support I get for that.”

PHILIP

A Direct Payment is money in lieu of services organised by the social work department. This allows a person with an assessed need the opportunity to arrange their own personalised care. They have been available to adults of working age since 1997 and were extended to those aged 65 and over in 2000.



## VISION *for the future*

# “It gives you more freedom” Freya

If you have a Direct Payment we can make it easy.

**Step 1 Choose Carr-Gomm Scotland**  
Contact Maggie on 0131 659 4778

**Step 2 Together we set up a contract**  
We agree the hours and you meet potential new workers

**Step 3 You are in control!**  
We support you to achieve what you want

“Maggie came to the house to meet with me and my parents, the letters from the Local Authorities can be confusing. A Direct Payment is a form of helping me to get the right support and right people, with help from my provider Carr-Gomm Scotland. It gives you more freedom.”

FREYA



# Taking Control

We have a group of people we support who come together to talk about their experiences of personalisation and Direct Payments.

As the group develops it's hoped they will act as an independent peer support network to offer guidance and advice to other people with similar experiences. The group may also choose to challenge or lobby Local Authorities in their area regarding their strategy on personalisation.

Tricia our Involvement Manager, will help you get involved with this group or help set up new groups. If you are interested please contact Tricia by phone on **0131 659 4797** or email **[involvement@carr-gommscotland.org.uk](mailto:involvement@carr-gommscotland.org.uk)**



## DISTINCTIVE *always*

# Healthy Kitchen

This year we started our first Healthy Kitchen project in Glasgow, made possible through funding from the Long-Term Conditions Alliance Scotland (LTCAS) and the Scottish Government.

It highlights the link between wellbeing and good food. The group has simple rules: enjoy ourselves, choose what we want to cook, don't talk about diets and learn how to prepare fresh, tasty meals on a budget.

Everyone gets a copy of the recipe, the group sit down together to enjoy the meal they have made and if there is any food left it's taken home for later.

We are looking into opening Healthy Kitchens in other areas so if you want more information or would like to get involved in Glasgow please contact Kevin Fullerton, Community Development Worker on **01324 722091** or [kevinfullerton@carr-gommScotland.org.uk](mailto:kevinfullerton@carr-gommScotland.org.uk)

Over the summer we produced a cookery book for everyone involved to keep, as well as a goody-bag of items for their own kitchen – including the vital wooden spoon!

“After coming along to the Healthy Kitchen I have grown in confidence both in conversation but also more importantly in cooking at home. My Support Worker Vicky has been a great help getting me involved by taking me to the Healthy Kitchen and telling me about the other workshops.”

JOHANNA



# Carr-Gomm Scotland – United

Some people we support told us they wanted an opportunity to take part in sport and meet new people and have fun. One of our Support Workers, Eddie, had noticed that a number of people he was working with were young men who were all interested in football.

So with funding secured from Scotia Clubhouse we set up a five-a-side football team. Our numbers are growing each week, but we still want new members – you don't need to be great at football. The sessions happen once every two weeks at Sportsworld in Ruchazie – it's an indoor five-a-side pitch.

"I am meeting new and interesting people every week and I now feel I am ready to start a new chapter. This is why I intend to study to become a Support Worker."

DEREK

If you enjoy and have a passion for football and want to know more contact Kevin Fullerton, Community Development Worker on **01324 722091** or [kevinfullerton@carr-gommScotland.org.uk](mailto:kevinfullerton@carr-gommScotland.org.uk)



**DISTINCTIVE** *always*

## Community Gardens

Our Community Development team support people to take part in 2 developing gardening projects.

The Royal Edinburgh Community Gardens is a new initiative, managed by Edinburgh Cyrenians. It's aim is to utilise up to 15 acres of NHS Lothian owned land in south Edinburgh to grow food, increase companionship, health and wellbeing.

We have also joined forces with the Edinburgh Community Backgreens Association (ECBA) who inspire and support tenement dwellers to create 'bountiful backgreens'. In collaboration with the ECBA we were awarded £9,200 from Scottish Natural Heritage for a 'Development study for the Lochend Community Growing Project'.

If you would like to join us in the garden please contact Michelle Woodall, Community Development Worker on **07770 643 929** or [michellewoodall@carr-gommScotland.org.uk](mailto:michellewoodall@carr-gommScotland.org.uk)

It is hoped we will see increasing groups of local people come together to build relationships, learn new skills and become a healthier community together, through the growing and sharing of food.



"There's always lots to do in the garden from digging to using the wheelbarrow. You can meet some old and new friends so come along!"

MAURICE



# Tricia, Involvement Manager

We have always been pioneers in involving people in their support in creative and meaningful ways. This has been another successful year evidenced by all of our services being graded “excellent” for involving people in the quality of their care and support by the Care Commission.

Involvement opportunities are continually expanding: from recruitment and training, to our involvement reference group which helps to shape and influence our strategies.

Involvement enhances individual skills and confidence leading to better outcomes and people feeling more in control.

We want you to be involved, so to find out more contact our Involvement Manager Tricia Burnett on **0131 659 4979** or **[involvement@carr-gommscotland.org.uk](mailto:involvement@carr-gommscotland.org.uk)**

People we support are involved in training our new staff:

“It was good for other people to think about what it’s like being disabled. At first it was nerve-wracking but next time I could do it all myself!”

CHARLES



## Lucy Wren, Chief Executive

It is with great excitement that I write my first report in Carr-Gomm Scotland's Annual Review. We have had a year of change not just in having a new Chief Executive but with many Local Authorities reducing the funds available to provide our services.

We agreed as an organisation that we would look forward to the future and not use our energy in dwelling on regret that we are responding to a changing environment. We are embracing the challenge and want to ensure we provide services that people want, and also work with our staff and commissioners to be the best we can be. Since becoming Chief Executive I have concentrated on improving and developing communication; we have started this by gathering everyone's views through staff, relatives and people we support surveys. We will use the information gathered to help us be more efficient and responsive with systems that match our resources. In doing this we stay a relevant organisation that is flexible with the times and innovative in how we do things.

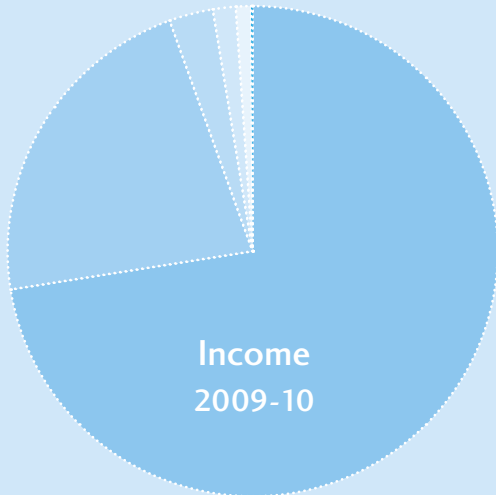
I hope from this year's Annual Review you can begin to see how we are changing in response to your feedback. We have a lot to celebrate with new services starting up, we are working with people in different ways, and we are taking our skills into creative areas of work. We have a lot of exciting developments that give us a great deal to work on in our future. I thank you all for your support, commitment and contributions towards helping us to move forward.



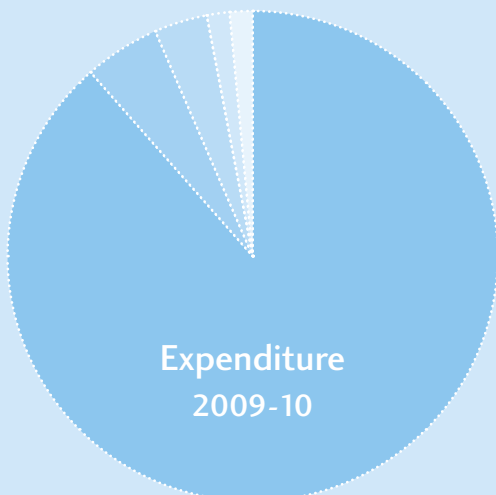
Lucy Wren  
Chief Executive



# Finance & Growth



- Social Work **72.5%**
- Supporting People **22%**
- Independent Living Fund **2.9%**
- Rent **1.5%**
- Contributions from people supported **1.0%**
- Other **0.1%**

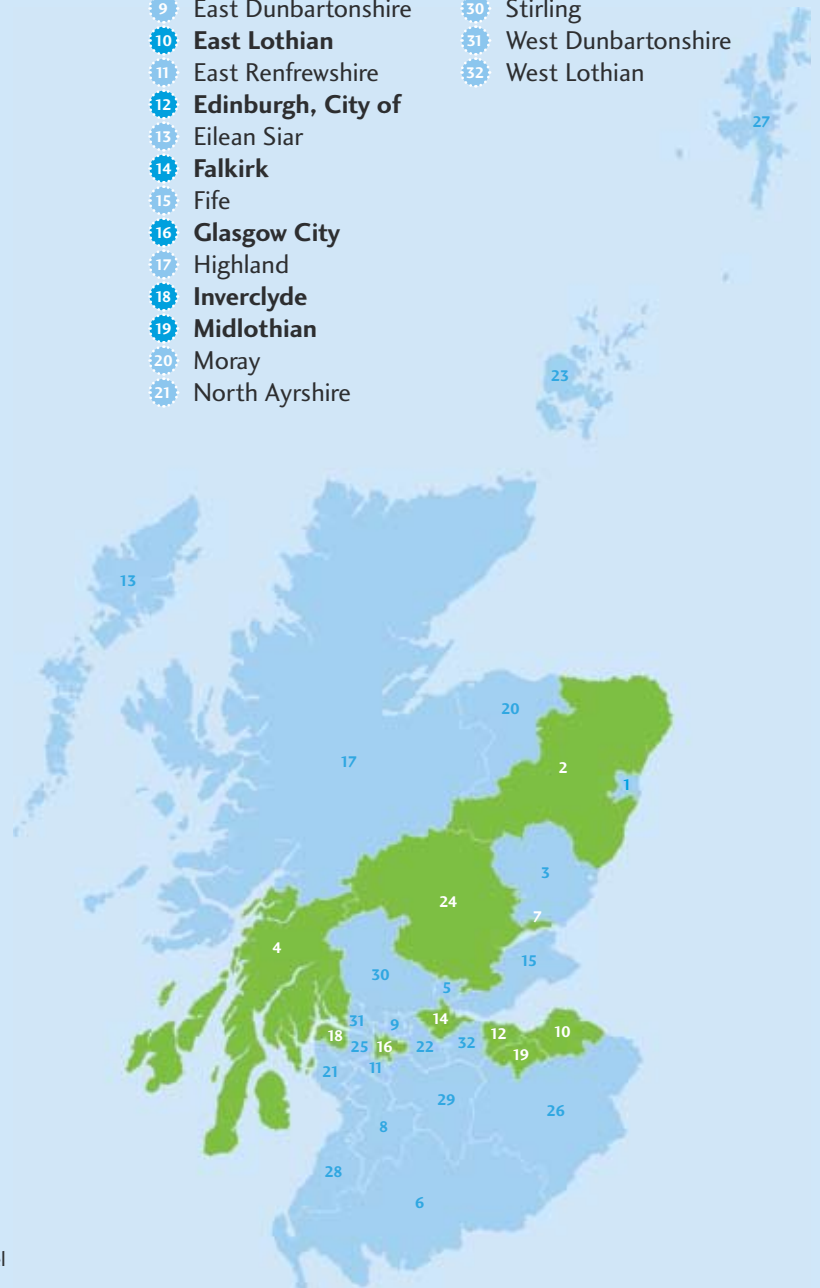


- Salaries **88.5%**
- Direct service costs **5%**
- Other staff costs\* **3.5%**
- Indirect costs **1.5%**
- Property and rent **1.5%**

\* Other staff costs include recruitment, training and travel

## Local Authority areas where we currently work

- |                              |                             |
|------------------------------|-----------------------------|
| 1 Aberdeen City              | 22 North Lanarkshire        |
| 2 <b>Aberdeenshire</b>       | 23 Orkney Islands           |
| 3 Angus                      | 24 <b>Perth and Kinross</b> |
| 4 <b>Argyll and Bute</b>     | 25 Renfrewshire             |
| 5 Clackmannanshire           | 26 Scottish Borders         |
| 6 Dumfries & Galloway        | 27 Shetland Islands         |
| 7 <b>Dundee City</b>         | 28 South Ayrshire           |
| 8 East Ayrshire              | 29 South Lanarkshire        |
| 9 East Dunbartonshire        | 30 Stirling                 |
| 10 <b>East Lothian</b>       | 31 West Dunbartonshire      |
| 11 East Renfrewshire         | 32 West Lothian             |
| 12 <b>Edinburgh, City of</b> |                             |
| 13 Eilean Siar               |                             |
| 14 <b>Falkirk</b>            |                             |
| 15 Fife                      |                             |
| 16 <b>Glasgow City</b>       |                             |
| 17 Highland                  |                             |
| 18 <b>Inverclyde</b>         |                             |
| 19 <b>Midlothian</b>         |                             |
| 20 Moray                     |                             |
| 21 North Ayrshire            |                             |





Carr-Gomm Scotland  
 Craigmillar Social Enterprise and Arts Centre (SPACE)  
 11 Harewood Road  
 Edinburgh EH16 4NT

Tel: 0300 666 3030  
 Email: [info@carr-gommScotland.org.uk](mailto:info@carr-gommScotland.org.uk)  
[www.carr-gommScotland.org.uk](http://www.carr-gommScotland.org.uk)

© Carr-Gomm Scotland 2010. Carr-Gomm Scotland is a charity (SC033491) and a not-for-profit limited company (SC 236436).  
 Registered office: Craigmillar Social Enterprise and Arts Centre (SPACE), 11 Harewood Road, Edinburgh, EH16 4NT.

Designed by The Graphics Company [www.graphics.coop](http://www.graphics.coop)



INVESTOR IN PEOPLE

