



Supporting People & Communities



Annual Review 2011

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Convenor's Welcome

Our annual review highlights how Carr Gomm is continuing to do what matters to us and how we make best use of the new opportunities that come along.

Over the past year we have expanded the range of services, working in more parts of Scotland and developing more ways to provide support that enables people to have the life they want. We have the same values and commitment to people that has been at the heart of what we do since the beginning.

There are also great examples of innovations, where we are using new technology and expanding our Community Development work. Next year will bring even more ideas and developments.

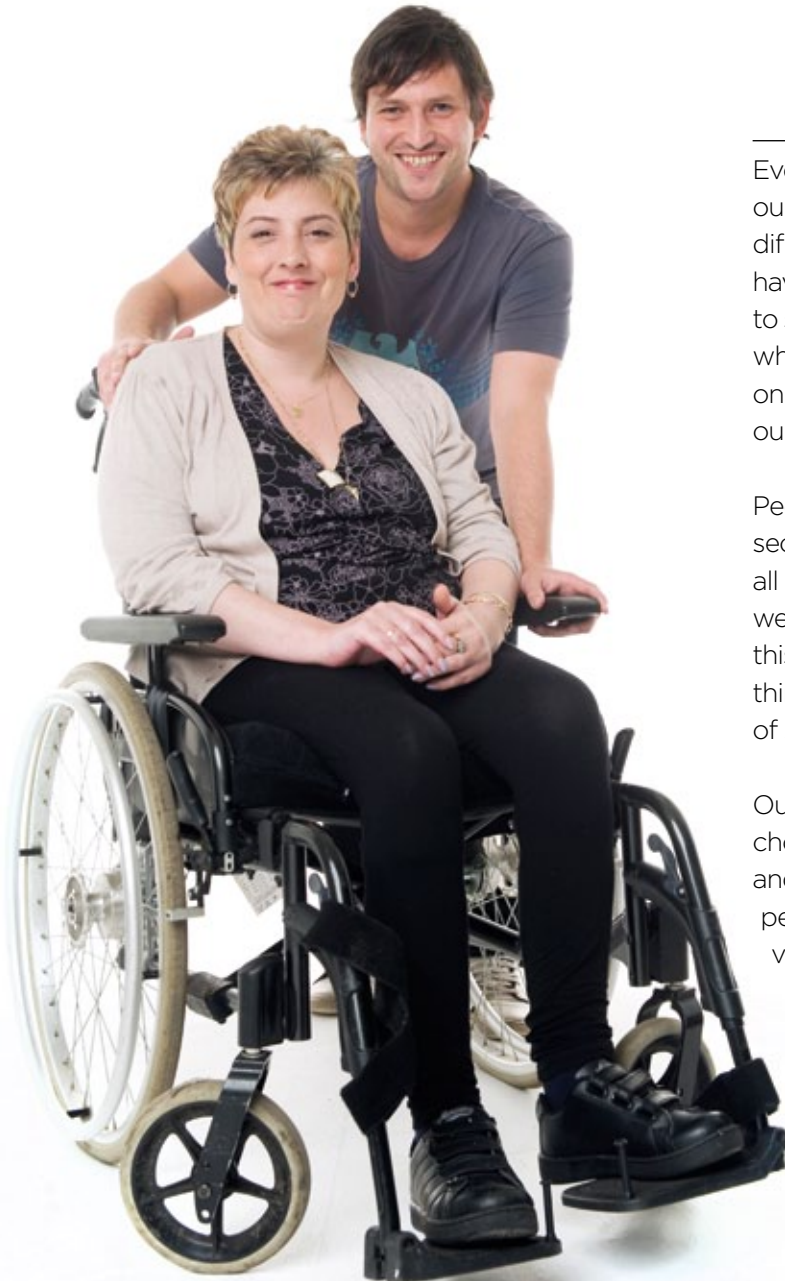
All of this has happened through the combined efforts of everyone who is part of Carr Gomm – people we support, their family and friends, staff, volunteers and the Directors – and our partners across Scotland.

I want to take this opportunity to thank all of them for their recent and future contribution.



Anne Corrie

Introduction



Every day our organisation demonstrates through our work what is important to us: that we make a difference and that what we do enables people to have a greater quality of life. We base our approach to support and the services we provide on our view of what it is to be a human being. Not only do we focus on each person as unique, we also acknowledge that our similarities are greater than our differences.

People strive for similar things, such as a home and security, and we each have hopes and dreams. We all want to be recognised for our strengths and how we choose to live. Everyone needs support to achieve this, and we differ from each other simply in the things with which we need support and the amount of support we need to achieve our goals.

Our work is based on a strong value framework: choice, control, interdependence, openness, honesty, and respect. The relationship we build with the people we support is underpinned by us putting our values into practice.

We are very excited about the different ways we can deliver our services and the opportunities we have to share the organisation with others.

What Support Means To Us

Support is how we work with people to enable them to live as they choose. We combine a values-based approach with knowledge, skills, and specialist training. This allows us to identify how we can best add to each person's strengths and abilities to enable them to live successfully within their own home and community. Support work requires skill, which is why we have well trained teams and staff supervision, underpinned by a strong set of values that guide us. However, our role is not to do things for people that they can do for themselves but to work with them when they need help. Our support includes practical tasks, such as housework, making a meal, shopping or laundry, but may also entail helping with personal care, such as bathing or assistance to go out into the community. We help with almost any area of someone's life, as long as we can do this safely. Ultimately, we focus on the unique needs of each person we support.

We are good at what we do and care about getting it right - that's Carr Gomm support. When people feel safe and secure, when they are treated with respect and know that no matter what there's someone there - that's Carr Gomm support. When it's all about the person and what they need - that's Carr Gomm support.

In this year's annual review we are focussing on both new and established services across the country: services for older people in Glasgow, specialised alcohol services in Aberdeenshire, overnight Response service in Argyll and Bute and intensive support services in Falkirk.



What Support Means To Us

Overnight Response Service

Our Overnight Response service operates between the hours of 11pm and 7am every night, responding to emergency Telecare call outs and carrying out short term planned visits. We may be contacted to assist with personal care, with reassurance and orientation or to assess if medical attention is required after a fall. We strive to reduce hospital and residential care admissions. We also work closely with relevant

agencies and services to minimise the potential for distress for people during admission and discharge from hospital, as appropriate. Ultimately, the aim of the service is to enable the people we support to remain in the safe, familiar environment of their home.

On average we make 15 visits every night across the service.

“I really think your service has the potential to transform the care of frail, elderly patients within the community... you were able to take an elderly gentleman home in the early hours of the morning who would otherwise have had to be admitted to hospital until transport could have been arranged.”

Kathleen Brennan. GP Rural Fellow for Islay and Jura



Getting it Right

We recently began to provide Mrs W with three visits per night with the goal of preventing hospital admission. When we first started to visit we did not think we would know her for very long. Fortunately, over time, her pain has been brought under control and her health has stabilized. We now provide Mrs W with temporary support at home.

Mrs W has a smile that lights up her face and a twinkle in her eye. She also has a great sense of humour. Once during a shift Ms W was given a drink of warm water and exclaimed that it was 'the thinnest cup of tea I've ever had, you wouldn't get a penny for it!'

Mrs W is always pleased to see us and is appreciative of all we do.

Join us: Become a Company Member

We are proud to have people we support and their relatives and advocates as Company Members and Directors. As a Company Member you have a say in the company's direction.

Visit our website www.carrgomm.org to find out more and apply.



What Support Means To Us

Specialised Alcohol Service

Through our work with people who experience issues of alcohol misuse we provide support that extends from assisting with practical tasks to also include support in other areas of people's lives. Focusing on quality relationships built on trust, we encourage people to make positive choices to ensure that they remain safe while working to improve their health and wellbeing. We also aim to enable people to engage with support services and become involved in their wider community.

In the first 5 months of this service we have worked with more than 20 people and have delivered over 1300 hours of contracted support.



Getting it Right

When we first started supporting James his alcohol use was negatively impacting his physical health. In addition, he would often forget to attend his health appointments or to collect and take his medication.

We currently meet with James twice per week. In our time working with him, James has received support

to ensure he attends his GP and sees a practise nurse every week. He also now has reminders in his flat to prompt him to take his medication. In addition, we have supported James to meet with his landlord and continue to work with him to maintain his tenancy. Over this period James has reduced his alcohol intake and his health is improving.

Visit Our New Website

We have launched our new website. The site promotes the benefits of our services in a user friendly and accessible way helping us engage with people online.

Visit our website www.carrgomm.org



What Support Means To Us

Support to Older People

All our work is based around respect and choice. We support older people in their own homes enabling them to continue to live independently. As well as ensuring that individuals are safe, secure and comfortable at home, we support them with their lifestyle choices and aim to meet their needs and wishes.

We currently support 217 people over the age of 60, which is 23% of people we support overall, and 20 people over the age of 90.

Self-Direct Your Support

If you already get services or support through your local council, ask for a review. Tell your Care Manager you may want to change to Self-Directed Support and want a Direct Payment.

Carr Gomm Can help, we can make it easy for you if you have a Direct Payment.

Visit www.carrgomm.org or ask your worker



Getting it Right

At the age of 86, Margaret finds change unsettling. When her niece approached us to help replace Margaret's living room carpet she asked that we buy a carpet that closely resembled the original.

When we received a donation of some nearly new furniture we asked if Margaret would like them. Margaret agreed, and we set them up right away. Pleased with her new furniture, Margaret regained her confidence and decided that she would like to go herself to choose a new carpet. Staff supported her to do this. On the day the carpets were to be fitted Margaret went out and staff moved her furniture to let the fitters work. Everything was done prior to her return.

Arriving home, Margaret's face lit up and she said it was lovely. Her dining table sits in front of her window, and that night she took great delight sitting down to her evening meal and gazing out of the window.

Previously staff were worried that Margaret had been losing weight, but now she sits at the table every night, finishes her meal, and she has started to gain weight.



What Support Means To Us

Intensive Supported Living

Support can be 24 hours a day, 7 days a week but even with intensive support we ensure independence is promoted wherever possible. This allows people to continue to live in their community and focus on their hopes and aspirations. Central to the support we provide is the creation of quality working relationships between the people we support and our staff team members. We work to create such positive relationships through continuity of care with the provision of a consistent team of staff who maintain the values of a person-centred approach. Together, we create and provide a plan that is unique to each person.



“Wilf enjoys life and likes being outdoors close to nature.”

Mavis Kelly, Service Manager

Getting it Right

Wilf has been supported by Carr Gomm since 2002. To ensure consistency of support, two staff members were brought with Wilf to his current accommodation. The onset of Parkinson's disease has caused his health and mobility to slowly decline and he was housebound until he was able to purchase an adapted wheelchair. Unfortunately, Wilf was faced with a further barrier to his mobility when it was discovered that his new adapted wheelchair could not be accommodated by

local taxi companies. Undeterred, and with the help of his Key Worker, Jim, and other staff, he sourced an ability van which they now use to go out. Wilf is very independent and loves going to the shops, cinema, and local sensory centre. He is a football fan for Stenhousemuir and goes to both home and away games. With the help of his team, Wilf has also been supported to stay in a holiday cottage in a very rural area of Scotland.

“As Wilf’s Care Manager, I feel that Wilf is supported in a way which fully involves Wilf’s likes and dislikes, taking into account staff knowledge of Wilf which they have gained over the years. Wilf has a great quality of life and is always supported to achieve his goals.”

Anne Louise Hayden, Care Manager 2010

Innovation And Creativity

We want people to be in control of their lives and to have as much choice as possible. To achieve this, we are challenging traditional ways of arranging support.

In 2011 we were awarded a total of £386,000 from the Scottish Government to develop software to enable people to plan and organise their support: which worker should visit, when, and to do what. Not only does this technology allow people to monitor their budget and be proactive in the management of their support, it can also enable people to measure the steps they are taking towards their goals.

This innovation has already created opportunities for joint working and business development with Falkirk Council and City of Edinburgh Council.

We expect this technology to revolutionise the way some people direct their support.



Falkirk Council is excited by the opportunity to work alongside Carr Gomm to further develop this project so that people can make their own decisions about how and when they use respite options and services. We are sure this will really empower people to take control of their own lives and plan breaks from their daily routine in the same way that most people take for granted.

Des McCart, Service Manager, Contracts and Commissioning, Falkirk Council

Getting it Right

This funding means we are able to provide the software on a touch-screen tablet computer to people we support at no cost.

People we support are helping us to develop this project to ensure that it works for them.



The Scottish Government is committed to delivering Self-Directed Support that is designed to achieve greater choice in social care. We are very pleased to be able to contribute to the funding of innovative developments which aim to provide tangible benefits to people supported.

Jack Blaik, Self Directed Support Team, Scottish Government

Innovation And Creativity

Community Development continues to go from strength to strength.

Our Healthy Kitchen project carried on throughout the year working with 43 people to improve their cookery skills and knowledge about food and health. That's 27 more people than planned! Our participants experienced improved mental health, improved confidence, and expanded social networks.



“Before coming along to the Healthy Kitchen I just stayed in bed all day and felt very self-conscious about meeting people and talking to them. After joining the Healthy Kitchen I have grown in confidence.”

Participant, Healthy Kitchen project 2010-11



In addition to our existing garden plot at the Royal Edinburgh Community Gardens, we have started two new gardening projects. In our Glasgow allotment, Participants are growing a range of vegetables and becoming valued members of the community of plot holders. Following a development study in Edinburgh, we have secured funding to start a community garden project in the Lochend area where a part-time outreach worker will work to engage people in the project.

We have continued to support a football group in Glasgow with a regular group of 15 people who are becoming frequent attendees at competitions and are moving up the rankings.

In partnership across Falkirk, we have developed a short film, 'Access All Areas', featuring people supported speaking about the issues they encounter and how they believe accessibility can be improved.



this project was funded by Scottish Natural Heritage,
The Robertson Trust and City of Edinburgh Council

Lucy Wren, Chief Executive

Last year was a significant year for us at Carr Gomm. We were able to initiate the provision of services in new geographic areas and to provide our services to more people. It is fantastic to be able to widen the positive impact associated with good person-centred services. Our passion for what we do has been well received, and we continue to deliver services that listen to the wishes of the people we support and aim to help people stay safely at home. We are excited to report that Carr Gomm now provides services across most of Scotland.

Changes can be challenging and can take time to settle but they can also be exciting, giving us new enthusiasm and direction. We have worked to make changes that respond to the savings our funders requested as well as changes that help us continue as a dynamic, modern, fit-for-purpose organisation. I appreciate all the hard work and the patience of everyone affected by change during the last year.

Carr Gomm is fortunate to be supported by a dedicated Board of Directors, by committed staff, and by volunteers, all of whom allow us to make progress as an organisation. We are a team and we strive to be the best we can be. Thank you for your help.



Lucy Wren.

Organisational Statistics

Income 2010-11



- Social Work **74.09%**
- Supporting People **19.68%**
- Independent Living Fund **3.79%**
- Contributions **0.89%**
- Direct Payments **1.02%**
- Other **0.52%**

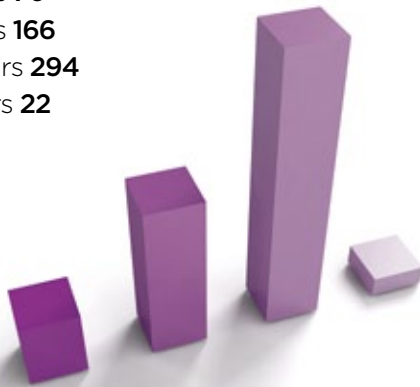
Expenditure 2010-11



- Salaries **89.14%**
- Direct Service Costs **5.38%**
- Other Staff Costs **3.49%**
- Indirect Costs **1.74%**
- Property **0.24%**

Number of employees by length of service

- 0-1 Years **70**
- 1-4 Years **166**
- 4-10 Years **294**
- 10+ Years **22**



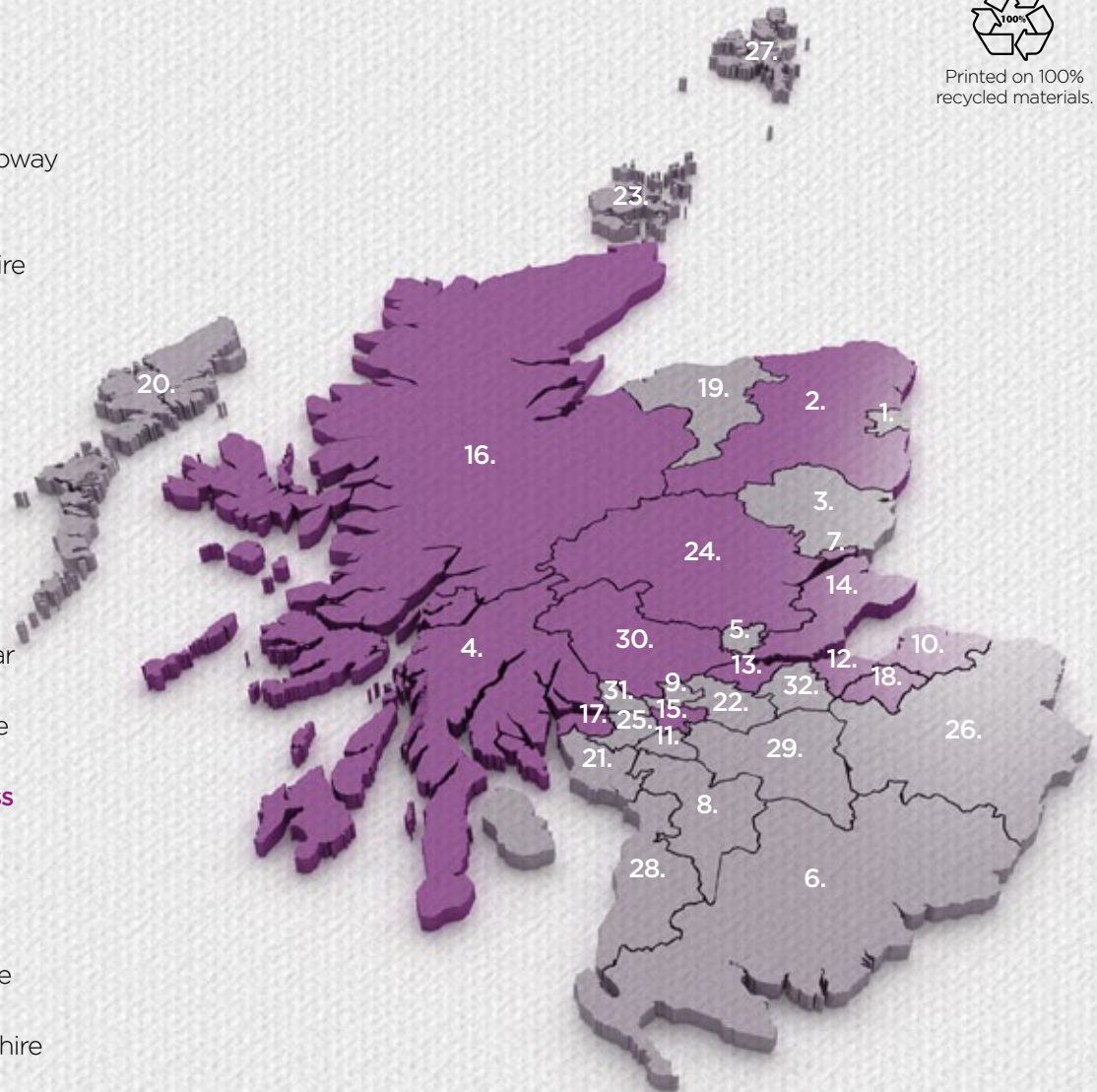
“*In 2010/11 Carr Gomm delivered 14,703 hours of training covering 58 different courses, with almost 2,000 attendees all across Scotland.*”

Local Authority Areas Where We Work

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



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