



Supporting People & Communities

Review of the Year



This year we want to highlight how the organisation meets its overall aims. Carr Gomm has six organisational aims as part of our business planning that tie in with our Vision and Mission statement. We gather this information to let us see – and let you see – whether we are doing a good job and how we make a difference.

Making a difference for people and for the communities they live in is still at the heart of what Carr Gomm does. That part is not going to change.

Each story of how we have worked with people and what has changed in their lives also has facts and figures to support and illustrate how we are meeting our aims.

I hope you enjoy reading the review. If you want to find out more about anything here or if you want to get involved, we would love to hear from you.

I would also like to take this opportunity to thank everyone for their recent and future contributions.



Anne Connor

Anne Connor
Convenor

Welcome to our review of the year.

Sustainability

In the summer of last year we started the Lochend Community Growing project in Edinburgh. The first full growing season is over and the project has successfully involved local residents, including those supported by Carr Gomm, growing everything from leeks and peas to watermelons and chillies.

In September the project held its first AGM and elected a Committee to take the garden forward into the next phase of development.

Roger, who is supported by our Lochend service, has been coming along to the garden since it started. He

knew he wanted to be involved as he enjoys being outdoors and has his own raised bed where he has grown a bumper crop of potatoes. Roger is a keen cook and likes to find out the best way to prepare new and unusual vegetables that have been harvested.

"I like to see the people, and do my gardening. My favourite thing to grow is potatoes. You can boil them and eat them."

This project has not only provided gardeners with the chance to grow their own food and flowers, but also transformed a piece of wasteland into a vibrant community area. This is now a place where very different people are able to come together, in a safe space, with a shared interest in gardening.





In Edinburgh there are 65 raised beds in use



At the Healthy Kitchen, 64 people have prepared, cooked and shared 128 meals

We have won 2 Gardening awards in Glasgow

Clarity

Mairi Skilling has worked with Carr Gomm in Campbeltown and Lochgilphead as a relief worker then as a permanent worker in the Overnight Response Service on Islay for the last year. The induction training gave her a real sense of what the organisation does and the role of Support Worker.

She explained that coming to work with us was *“a breath of fresh air, everyone working like a team with real commitment to the people we support; it was very obvious that they all loved their job.”*



She enjoys supporting people in their own home and ensuring they are still living their own life even when they have reached a time when they need support. She is able to do this with confidence because we have clear policies and procedures, good training and support and encouragement from managers.

“You can have every confidence that Carr Gomm staff will support you in the way you want to be supported; they won't rush you to quickly get on to the next visit.”

The team covers the whole of Islay and workers are on shift in pairs which has proved to be especially useful when looking for a new address as some of the people we support live in remote areas.

“Everyone you work with will make you feel right at home and help you to learn all you need to know about Carr Gomm and the people we support.”

Emma who has worked in our Gorbals service for four months *“I was quickly applying the Values I learned about in induction. For example, people supported have a choice with how they want to live. It is very important to apply this to each person that is being supported.”*



Our Core Training: Positive Behaviour Support, Moving and Handling, Emergency First Aid and Food Hygiene



394 workers completed and passed our core training



This totals 9023 hours of training



Skills

As part of our commitment to people we support we encourage them to engage in all aspects of their service. Our bold strategy for involvement is part of continuously improving the quality of service we offer and ensuring we exceed the expectations of regulators and commissioners.

Although only supported for about a year Brian decided to get involved in recruiting workers as he likes to know who they are and that the workers will be dedicated. The training was held at the National office in Edinburgh and Brian travelled down for the day.



Soon after the training he was involved in a small interview panel for workers in his own service in Dundee.

"I was a bit nervous in the interviews, but the candidates were even more nervous than me." Brian

Before the interview, the panel agreed what questions to ask. Brian asked, 'What would you do if you were out with me for an appointment and it was running late, would you leave me at the end of your shift or would you stay with me until the appointment ended?'

He interviewed a candidate with good experience, but felt he would not personally have benefited from being supported by them, as their way of planning and organising would have been stressful for him. Brian shared this information with the rest of the panel after the interview; the candidate was successful in his application, but was offered a post in a different service within the organisation.

Brian explained that it is important to have people supported involved in interviewing because they can give this type of insight.

He hopes to be on more interview panels in the future as it was a really positive experience.



As at the end of September 2012 there had been 1036 module launches in our core subjects of Food Safety & Hygiene and Equality & Diversity



Meeting the training needs of our workers

LearnPro is an online training resource, that is available to all workers – permanent and relief. As part of the organisation's planned expansion of services into rural and geographically dispersed areas, we have introduced on-line training for some key courses.

These complement our traditionally facilitated training courses

We are now part of the on-line community that uses learnPro along with local Authorities, NHS, Fire Services and voluntary organisations.

Control

Tricia Burnet, our Involvement Manager, qualified as an accredited Talking Mats trainer earlier this year, and has already gone on to train other workers in the organisation.

Talking Mats is a communication tool, which uses a mat with symbols attached as the basis for communication. This tool supports adults and children with a range of communication difficulties and helps people to understand, consider and express their views about things that matter to them.

George McIntyre, Support worker in East Lothian said: *“This is a creative tool with a lot of potential for working with people we support who have verbal communication difficulties.”*

Talking Mats training sessions take place over a period of five weeks, developmental Talking Mats sessions are filmed as a focus for discussion and reflection and consideration of future applications in supporting people. The success of this innovation lies in the communication skills of the practitioner who uses it.

When communicating with people supported the completed mat for that discussion is photographed as a record of the opinion or decision, and kept with Support Agreements.



Involvement

The Involvement Reference Group is made up of a mix of people supported and workers and meets every eight weeks and it started in 2009. The purpose of the group is to support people to influence the work of the organisation as well as learn about our wider work. It is a great way for people to get more involved in the organisation.

“The service has excellent ways of involving people in their own care arrangements and in the Carr Gomm organisation. This helps them find out what people want and to develop services that take account of their views” Comments from recent Care Inspectorate Report, Falkirk

A photograph showing a woman on the left and a man on the right, both looking down at a small card placed on a dark mat. The woman has brown hair, wears glasses, a black top, and a pink beaded necklace. The man has grey hair and is wearing a blue and white checkered shirt. They appear to be engaged in a collaborative activity.

A recent research project has shown that Talking Mats can enhance the ability of people with moderate and late-stage dementia to communicate their views.
- *Joseph Rowntree Foundation*

Diversity

Katie is 15 and has been supported by us in Inverness for over a year. Her support needs mean she has workers that know her very well and understand her medical background.

Katie is always keen to get out of the house on a Saturday and head into town on the bus. This is her socialising time and she gets frustrated if her Mum holds her up, chatting to a worker. Dina, Katie's mother said,

"Katie loves the bus and knows the people who travel regularly when she does. It's independent travel that doesn't rely on Mum."

Katie has physical disabilities and is visually impaired. She communicates non-verbally with sounds, facial expressions and can raise her hand to indicate yes. She has a really good understanding, can make herself clearly understood and is animated about the things she enjoys.


The support she receives allows her to socialise outside her family and she has a set routine, with shopping and a coffee and often meets people she knows from school while she is out and about.

"I have peace of mind that she is with someone she knows and who is trusted" Dina, Katie's Mum.



New services supporting children and young people are now at over 640 hours of support delivered per month in Argyll & Bute and The Highlands



 ***New services providing Home Care deliver over 1400 hours support in a month across the Central Belt. This is supporting people with tasks in their homes for up to an hour at a time***

Knowledge

In the last year we have won work with two new Local Authorities, increasing the hours of support we are providing by 10%

In June we won a Care Accolade award in the category 'One to Watch'. It celebrates our work on developing technology to revolutionise support. We are developing accessible software that will enable people to really be in control of their own support.



For the second year we were successful in the Best Workplace Awards Scotland, coming 7th in the category of medium to large workplaces



40% of our managers are already qualified for registration with the SSSC and all others have commenced the qualification



Across the organisation, 205 workers have been funded to achieve their SVQ Care award with 36 qualifying in the last year.

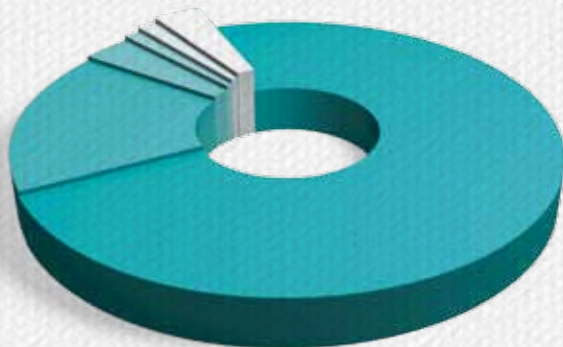


On average it takes 12 months to complete this course, with 4-5 hours study a week.



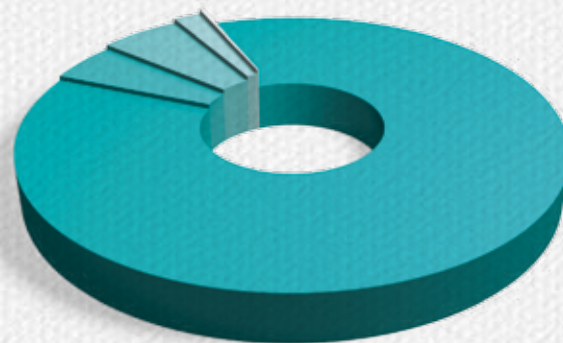
Staff receiving their SVQ certificates at a recent awards ceremony

Income 2011-12



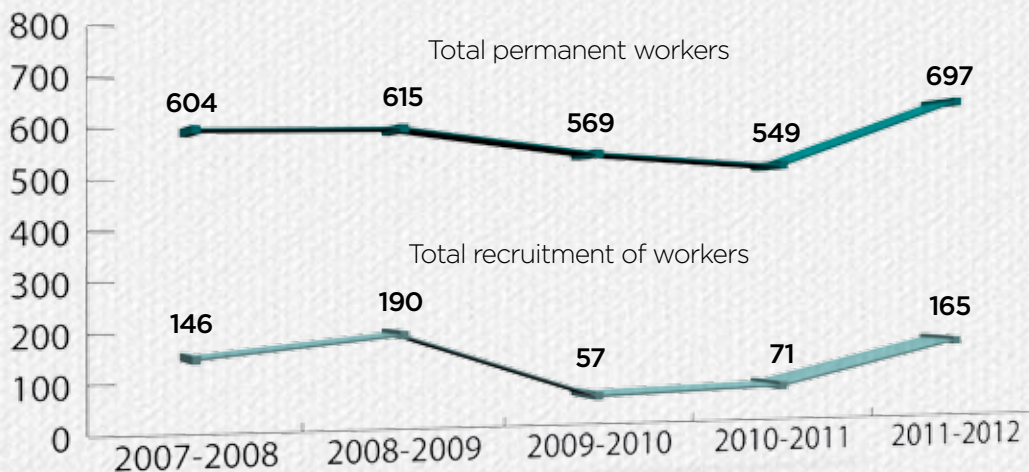
- Social Work **73.99%**
- Supporting People **17.05%**
- Individual Contract **0.00%**
- Independent Living Fund **3.32%**
- Contributions **0.99%**
- Direct Payments **1.35%**
- Other **3.30%**

Expenditure 2011-12



- Salaries **87.66%**
- Other Staff Costs **4.68%**
- Direct Service Costs **5.64%**
- Indirect Costs **2.01%**
- Property **0.02%**

Recruitment for permanent workers



Recruitment is up by 57% from last year, this includes the recruitment of 132 workers to the new roles of Home Care Assistants or Support Assistants.

Reflection

The work of Carr Gomm has significantly progressed in the last year; we are delivering services to more people in both the communities we are established in and in many new places.

We can feel very proud of our organisation, we continue to consistently get high quality grades and have built a positive reputation and this is despite the pressures that the recession has brought and the reality of having less money to do our work.

We have managed to do this by being responsive to challenges, working hard, and by shaping ourselves for the times we are in. We are concentrating on being more efficient and in getting systems in place which will ensure we meet the outcomes of every individual person we support. No organisation can make significant changes without also needing a bit of time for everything to settle, and in the last year if our changes have affected you, I thank you for your patience and assistance in helping us to get it right.

Our future is great, we have the most skilled and creative staff in this field of work, who together with YOU, the people who support Carr Gomm, we will redefine how care and support is delivered.



Lucy Wren.

Lucy Wren
Chief Executive

Thank you

Carr Gomm would like to thank all its supporters especially those listed below for their generous donations and funding over the past year:

- City of Edinburgh Council
- Scottish Government - Section 10 Fund
- Future Jobs Fund
- Lochend Community Growing Project
- Growing Communities –Access All Areas
- National Lottery Awards for All
- Moffat Charitable Trust
- Travis Perkins
- Short Breaks Fund
- Yorkshire & Clydesdale Bank
- Santander Foundation
- Lifescan
- NHS Lothian Small Steps Big Difference
- The Highland Council
- Craigentenny & Duddingston Neighbourhood Partnership
- City of Edinburgh Council Community Service Team

We also would like to acknowledge the individuals and organisations who have provided support to us in range of ways throughout the year







Supporting People & Communities



Printed on 100%
recycled materials.

A Company limited by guarantee in Scotland: SC 236436
Scottish charity: SC 033491 National and Registered
Office: Space, 11 Harewood Road, Edinburgh EH16 4NT.
Designed by creative-mw.com