



Carr Gomm's DNA:

In this edition:

- Bi-annual people supported survey results
- Big Carr Gomm Challenge target update
- Carr Gomm's new Strategic Plan



2024 Summer Issue Preview:

A note from the Chief Executive
Strategic Plan 2024 - 2027
Biannual Survey Results
Carr Gomm's DNA
Influencing Change
Big Carr Gomm Challenge
Community Projects
Become a Company Member

Page 3
Page 4-5
Page 6-7
Page 8-9
Page 10-12
Page 13
Page 14-15
Page 16



A Note from the Chief Executive

How quickly this year is passing, and here we are in the summer months. I find it interesting to think about how time passes, sometimes things seem to take forever to happen, and other things go by in a flash.

In Carr Gomm, we are all so busy getting on with making life meaningful and purposeful for everyone involved in the organisation, that time seems to fly past.

I think it is a great feeling when we are all so focused on getting things done really well, and not dwelling on whether we will do or not do something. Often people say to us we are the 'can do' organisation, and I think they are right! Our new Strategic Plan talks about the Carr Gomm DNA, in the same way as we may talk about our own individual physiological DNA identity.

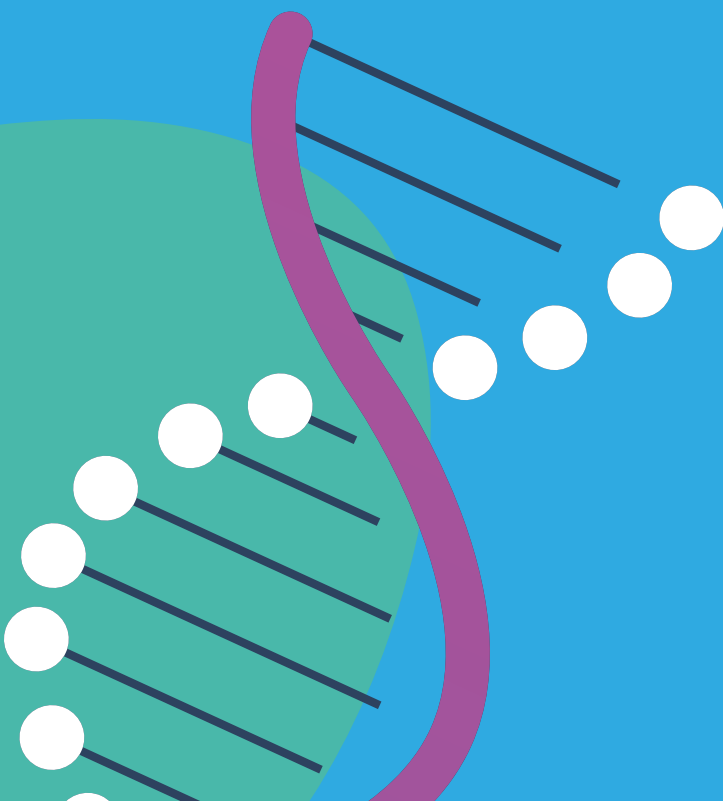


The Carr Gomm DNA is who we uniquely are as an organisation. Some may see us as the 'can do' people, we see ourselves as individuals who have come together to provide the best support that we can to people to live their best lives.

This is driven by being passionate, values-led and caring, and in this magazine you can read lots of examples of us all striving to be our best – the Carr Gomm DNA way. It is also good to take a little bit of time out to reflect on, and celebrate the journey, so enjoy the read.

Lucy Wren

Lucy Wren.



Carr Gomm Strategic Plan

Carr Gomm's Strategic Plan for 2024-2027 sets out our aims and ambitions as an organisation over the next three years.



The theme for the plan is the Carr Gomm DNA. This is because it's in our DNA to strive to provide even better support for people and communities, and to improve social care in Scotland and even across the world.

Our 4 objectives for 2024-2027

1

We are establishing a future that embraces opportunities for providing person-centred supports in creative, innovative and meaningful ways, in an ever-changing world.

2

We can inform and influence public policy and the perceptions people have about what good person-centred service delivery is. We can illustrate and all learn from stories of positive change that happens in the lives of people, families and communities.



3

We will provide evidence of quality service delivery and use this to enable us to continually improve and reach our potential and showcase the impact we have on people's lives.

4

We will demonstrate and grow the Carr Gomm DNA to build identity, appropriate recognition and sustainability within the social care sector in Scotland and across the globe.



Read the Strategic Plan
on our website
www.carrgomm.org/strategic-plans

Carr Gomm's Biannual Survey

Every six months, Carr Gomm surveys the people we support and their key contacts to find out what they think of the services we provide.

It is in our DNA to want to do better than ever before, and this frequent feedback enables us to continually improve our services.

In February 2024, 321 questionnaires were returned out of 935 (a return rate of 34%, which is a 4% increase compared to July 2023). People were asked to rank how well their service was performing from 1 to 6, with 6 being the best. We are proud to report that all services were ranked at least a 5.

% people agreeing

People were asked if they agreed with the following statements

92%

I am involved in decisions about my support.

96%

The people who work with me understand my needs.

95%

My support is making a positive difference to my life.

91%

My service is well organised and managed.

93%

If I had a suggestion to help improve my service, staff would take me seriously.

94%

Staff listen to me.

94%

If I had a concern or complaint about my Carr Gomm service, staff would take me seriously.

97%

of respondents shared a compliment about their service:

"Friendly, caring and empathetic staff. [Staff] go out of their way to make my Mum at ease."



"I like the staff, [they] are friendly and if there is a problem I can speak to the staff and the service manager and it will get resolved."

"I have some time to myself and feel relaxed knowing my husband is safe at home."



48%

of respondents shared an improvement suggestion for their service:

"I would like the staff who work with me to interact and spend time with me when they have time."



Carr Gomm's DNA

Supporting people to live their lives to the fullest is an essential part of our organisation's DNA. Here are a few of the things people supported across Scotland have been up to over the last few months.



Robert celebrated his 50th birthday!



Cathy took in some culture with a performance of Matthew Borne's Edward Scissorhands.



G and Tracey learned about Edinburgh's history at The Real Mary Kings Close.



Hope was all smiles on her 26th birthday!



Vicky dressed to the 9s to celebrate Easter!



John volunteered his free time to help at the Forth Valley Sensory Centre.

LGBT Charter Programme

Respect is one of our core values at Carr Gomm, and is a fundamental part of our organisation's DNA. Everyone who is supported by, or works for, Carr Gomm should feel comfortable, confident and respected while being their authentic self.

Since 2023, we have been working towards the LGBT Charter, a programme run by LGBT Youth Scotland to help organisations such as ourselves grow to be inclusive and supportive workplaces and social care providers. We are proud to share that we have now submitted our portfolio, and will soon find out if we have achieved LGBT Charter status.

Our LGBT Network have worked hard alongside our executives over the last 18 months to obtain Charter status. The Network ran surveys about LGBT provisions at Carr Gomm to identify areas where we could improve our support, developed bespoke staff training, created new policies to safeguard LGBT people – including our brand new Gender Identity Policy - and celebrated awareness days and months via social media and through attending pride events.

“Completing the LGBT Charter has been a great opportunity to look at how we, as both an organisation and as individuals, can help to make Carr Gomm a better and safer place to be.

It helped us to recognise ways we can support our colleagues and to provide the people we support with an even higher quality of care and support”

– Gemma, Senior HR Officer

We are excited to find out if we have achieved LGBT Charter status and look forward to continuing to make Carr Gomm as inclusive as possible for everyone we support and every staff member.

Do you want to get involved with the LGBT Network?

Email lgbtnetwork@carrgomm.org



Influencing Change

Becs Barker gives evidence at the Scottish Parliament.

Operations Manager Becs Barker gave evidence to the Scottish Parliament on whether Self-Directed Support (SDS) is working in Scotland. SDS was introduced by the Scottish Government as the primary way that people access social care in Scotland. It aims to ensure that care and support is arranged, managed and delivered in a way that supports choice and control for people.

Becs shared that Self-Directed Support is a good thing for people as it can give people choice and control when it works well. But for many people, it doesn't work well. This may be because:

- **Not everyone has access to information on what their SDS rights are**
- **Access to the right support can be a postcode lottery, especially for people living in rural areas**
- **Understanding of how SDS works can be limited**

Becs suggested to the Parliament that SDS could be improved if local communities and organisations who make decisions about social care work together to strengthen the supports available in communities and consider new ways of supporting people.

It's in our Carr Gomm DNA to share our learning and understanding to influence good change in our sector. Visit our website to find out more about SDS.

www.carrgomm.org/help-support/self-directed-support



Digital Inclusion at Carr Gomm: Where are we now?

Since 2021, Carr Gomm's Digital Inclusion Research Project has worked in partnership with 18 Carr Gomm services to design and deliver person-centred approaches to supporting people to get online in a safe and meaningful way.

We learned that:

- Our existing, trusted relationships with people we support are a crucial foundation to people feeling motivated and confident to get online.
- Supporting someone to get online is more than just providing them with a device, connectivity, and the skills they need to find their space in the digital world.
- Staff can often feel anxious about the quality of their own digital skills.

In September 2023, the Research Project evolved into the Digital Inclusion Development Project. This reflects how we are increasing our learning across the organisation. Over the next few months, this will look like:

- The launch of our Digital Skills & Inclusion Hub to support staff to understand digital inclusion in social care and boost their own skills and confidence
- Continuing our co-design with people we support and staff on Open Minds: Carr Gomm's new, meaningful online space for people to connect with others, look after themselves, and learn new things

Pay increase for our staff

Carr Gomm needs to recruit and retain good staff so that we can continue to provide great support and maximise the impact that we have in people's lives. We also want to recognise staff for the amazing work they do. That's why it's important that staff are paid fairly.

Carr Gomm's Board made a values-based decision to increase wages for all Support Practitioners by 10.81% from April 2024, with experienced Support Practitioners now earning £13.04 per hour.

In a letter to all staff, Lucy Wren, Carr Gomm Chief Executive, stated:

"We will always strive to be better, as this is in our DNA, but we can only be at our best with your commitment to our organisation. I want to sincerely recognise your hard work and attention to detail in getting it right for the people, families, and communities that we support."

The adult social care wage is set by the Scottish Government. From April 2024, it was set at £12 per hour. The Government releases funds to local authorities, and they uplift our contracts to pay this minimum to all practitioners. Carr Gomm chooses to invest more in wages, and we do this by prudently managing our budgets and spending less on overhead costs.

We believe that the Scottish Government's Adult Social Care Wage does not currently reflect the importance or impact of our work with people, families and communities throughout Scotland.

We have shared this view when welcoming MSPs, the Cabinet Secretary and the First Minister to Carr Gomm, when contributing to Government discussions on the future of a thriving social care sector, and when using our social media to call for change. We won't stop until there is improved recognition and funding for our sector.



International Collaborations

Welcoming visitors from across Europe.

In May, we were delighted and honoured to welcome two groups of international visitors who were keen to learn about the work we do, and the impact Carr Gomm has!

The first group travelled from Germany, Sweden and Greece through the Council of International Fellowship programme. The visitors were inspired by a visit to our Lochend service in Edinburgh and were impressed by our person-centred approach and the dedication and enthusiasm of the workers they met. They then visited our National Service in Craigmillar, where they learned about Carr Gomm's fascinating history and how it is in our DNA to provide the best person-centred care for the people we support whilst innovating and striving to have an even greater impact. The visitors heard about some of the ways we do this through our Scottish Borders service and our International Collaborations project.

The following week, we hosted seven visitors from the organisation iSocial which promotes innovations in social services in Catalonia.



The Catalanian visitors learnt about our community development projects, including Men in Sheds and Digital Inclusion, and about how our St Stephen's Court service supports people to move on from long-stay hospital.

They also heard about Self-Directed Support and how, despite good intentions the reality of its provision doesn't always reach the policy's ambition.

The iSocial delegates had an **"intense and really inspiring"** time in Scotland and said that visiting Carr Gomm had been a **"valuable opportunity for all the participants, and [they] really appreciated the knowledge that was shared as well as the time, energy and hospitality."**

The visits were great opportunities to both share with and learn from others across the world. We are looking forward to many more global conversations in the coming months!



THE **BIG** carr gomm **CHALLENGE**

**Over £27,000 raised
to tackle loneliness and isolation!**



We are proud to share that the #BigCarrGommChallenge raised over £27k to combat isolation and loneliness in Scotland!

Our **#BigCarrGommChallenge** ambition was to bring people together, create memories, and raise money for our community projects. We hope that while fundraising, you had fun, made new friends and memories that will last a lifetime! From raffles, bingo, race nights, hikes and, of course, the Canal Challenge, we are delighted how everyone came together to raise money that will directly improve people's lives. A huge congratulations and thank you to everyone who helped smash our fundraising target!



Carr Gomm is here to help support your fundraising ideas. To bring your fundraising idea to life email: fundraising@carrgomm.org

Are you feeling inspired by the #BigCarrGommChallenge?

There are loads of ways to get involved with fundraising in 2024!

Why not join Scotland's largest mass participation walking event at one of this year's Kiltwalks? Choose your city, pick your route length, dig out your tartan and fundraise with friends. There is still time to sign up for the Edinburgh Kiltwalk on September 15th! For more fundraising ideas, scan the QR code.

Feeling lucky? Did you know Carr Gomm has a weekly lottery where you can win up to £25,000 every week?! Enter on our website for your chance to win from only £1.

Digital Futures in Argyll & Bute

Argyll & Bute Support Practitioners have supported people to become digitally connected through Carr Gomm Futures funding. In the past year, Futures worked with the Housing Support teams to provide tablets and 12 months of unlimited data to seven people we support, as well as providing basic mobile phones. This has:

- Ensured people can remain in contact with support services and keep up-to-date with appointments
- Assisted people to re-enter the world of work, with one gentleman establishing his own business
- Enabled people to stay in touch with friends and family, which has been crucial for those who have recently moved away from their support networks
- Provided a means of connection to the world when leaving the house is challenging

One person we support said:

"Although I am still quite isolated in this area, with hardly any friends locally, this has really helped me to keep in touch more regularly with my closest family, who are all in the Glasgow area. This has been really good for my mental health too. I don't have a TV set in my flat but being able to access the internet I am now able to watch things and it really is stopping me from getting too bored - which is really not a good thing for me to be. Again, I can't thank Carr Gomm enough for what you have done to help me."

This Futures-funded project was made possible through generous donations. These donations help us improve our connections and support to the communities we work in, reducing the isolation that some people feel.

Our Community Projects

Carr Gomm aims to reduce social isolation and loneliness through our community projects and activities across Scotland.

Our activities bring some of Scotland's most vulnerable communities together to encourage connection and relationship-building.

We are dedicated to ensuring that our activities are inclusive and accessible for everyone, especially those with poor health or low self-confidence who feel isolated within their community.

Our community projects provide people with the opportunity to meet new people, create new friendships, and develop their sense of community, whilst helping people to increase their confidence.

Men in Sheds Project

Carr Gomm's Men in Shed's project is a welcoming community space in Edinburgh.

Men of all ages from the local community are welcome to come together, share skills, work on practical projects like woodworking and have a chat. The Shed is a supportive and inclusive space - whether you're looking to learn new skills or meet new people, you are welcome at the Shed.

You can find our Men in Shed's project on Tuesdays and Thursdays from 2-4pm at The Store, Chapel Court, EH15 4EF.





Craigmillar Through the Lens

Craigmillar Community Grows is a community growing project which aims to engage people with their community, build skills and confidence, and reduce loneliness and social isolation.

We work in partnership with local people and community groups, building relationships with them, listening to what they want to achieve, and working with them to make it happen. Craigmillar Community Grows was proud to be part of Niddrie Rewind, an intergenerational photography project.

This initiative brought together older community members and young pupils from Castlebrae High School to reminisce about life in Craigmillar (Edinburgh) and capture significant parts of the community through photography.

The project captured Craigmillar's evolution over time and strengthened community bonds. Thank you to our partners and funders, including the City of Edinburgh Council, Caring in Craigmillar and Castlebrae High School for their support.

Craigmillar Community Grows' gardening and outdoor activities make a difference to people who have health or social challenges, working in partnership with local residents and community groups to create a positive impact.

Follow the group on Facebook [@CraigmillarCommunityGrows](#) to stay up to date.

Become a Carr Gomm Company Member

Company Membership is a great way for you to become more involved in the Carr Gomm community and encourage us on our journey as we make a difference in the lives of people and communities across Scotland.

Company membership is open to everyone! If you are supported by Carr Gomm, a friend or family member of someone who receives support or an individual who believes in Carr Gomm's values, you can bring important knowledge and experience to Carr Gomm by becoming a Company Member.

As a Company Member you can:

- **contribute to Carr Gomm's direction**
- **participate and vote at the AGM**
- **stand to become a Director**
- **receive communications from us**
- **be informed of any major changes in our organisation**

It's easy to apply, just fill out our online form with your details and pay a one-time membership fee of £1. Visit our website to find out more and apply:

www.carrgomm.org/become-a-company-member

For support with completing the form, to request a paper form, or for any accessibility requirements, please get in touch by calling **0300 666 3030** or emailing info@carrgomm.org.

