

Carr Gomm Support Services 5 Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
1 July 2025

Service provided by:
Carr Gomm

Service provider number:
SP2003002607

Service no:
CS2004075301

About the service

Carr Gomm Support Service 5, is a combined care at home, housing support service. The service is based in Edinburgh and providing care and support to people with a range of care needs, across Edinburgh and Midlothian.

The provider Carr Gomm, has been registered with the care Inspectorate to provide the service since 26 July 2004.

About the inspection

This was an announced (short notice) inspection which took place between 23 June and 1 July 2025. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with 11 people using the service and three of their family
- Spoke with 20 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People describing enjoying their support
- Staff felt supported by managers and their peers
- People's health and wellbeing was supported well
- Staffing levels were good and staff communicated well

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We observed warm, friendly and compassionate interactions between staff and people. Staff had developed rapport and connections with people, that clearly had a positive impact. People described that their health and wellbeing had been improved due to the support they received. One person commented "I like everyone, they are very helpful".

People were encouraged to live full and active lives. People were supported to take part in a range of social, creative and physical activities, including music groups, swimming, walking, attending events and day trips to places of interest. This had supported people to grow in confidence and improved their mental wellbeing.

People with complex medical conditions and support needs were supported consistently as personal plans contained a great deal of detail. This ensured that the healthcare needs of people were at the centre of their support.

Staff had a good understanding of their role in supporting people to live well and knew how to respond to changes in people's health conditions or how they presented. Staff who worked with people who had limited verbal communication, described how they understood the subtle changes to the person's movements or vocalisation and what that indicated. This meant that staff knew people well and could respond quickly to changes in their health and wellbeing.

Staff had developed good relationships with local and specialist healthcare professionals, including GP practices, epilepsy specialist and psychiatric support services. This enabled people to gain a quick response and appropriate access to healthcare specialists when they were poorly or had concerns about their health.

Medication was managed well, with limited errors. An audit system supported managers to assess and monitor staff practice. This supported staff to develop their knowledge and skills in medication administration and recording. This meant that people could be confident that staff were skilled in supporting them with their medication.

Some parts of the service were using electronic medication administration processes, which worked well, while another part of the service used paper versions. We discussed with the manager how this lack of consistency across the service had the potential to cause confusion. The manager agreed that they would consider how they managed medication recording. We'll follow this up at our next inspection.

People were supported to eat healthily where possible, with staff encouraging people to consider healthier options. One person commented "they are good cooks". This meant that people were supported well with preparing and eating healthier options.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People were matched well with staff who had the appropriate skills to support them. One person commented "the right member of staff is generally always available for the right event". This meant that staffing arrangements ensured that people were supported in a way that was meaningful to them.

People described that they generally knew who and when to expect their support staff. Some people had pictorial rotas, while other people received a text or email to keep them up to date with who was working with them. This meant that most people had staffing information in a format that met their needs.

New staff commented on the detailed induction processes and training they had undertaken, and how they had opportunities to shadow more experienced staff before supporting people independently. This ensured that people's care and support was delivered by trained and skilled staff.

Staff described enjoying working within their teams. Commenting that their colleagues were flexible and kind, and that they felt supported in their role. One staff member commented "teamwork is good and communication is also good".

A range of communication processes were in place and used well by staff. These included paper and digital versions of information that enabled staff to support people in line with their preferences and needs. This ensured that information was shared well between staff and that staff worked well together to support people.

Staff wellbeing appeared to be a focus for managers, with staff having regular opportunities to discuss their work and professional development with the manager, informally and during formal one to one meetings. Staff described the management team as valuing staff and being supportive. This meant that people could be confident that staff were supported well and able to reflect on their practice.

Team meetings took place monthly which allowed staff to connect, share ideas, and practice. Some staff had not been able to attend due to their rota pattern. We discussed this with the manager who agreed that this was important and that they would consider new approaches to enable staff to attend team meetings.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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