

Carr Gomm Support Services 1

Housing Support Service

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Type of inspection:
Unannounced

Completed on:
27 October 2025

Service provided by:
Carr Gomm

Service provider number:
SP2003002607

Service no:
CS2006116474

About the service

Carr Gomm Support Services 1 is provided by Carr Gomm and registered to provide a combined housing support and care at home service in various areas of Glasgow. It works alongside Glasgow Health and Social Care Partnership to provide accommodation linked and visiting support services across the city.

There is a focus on supporting people with mental health issues, learning disabilities, older people, and people with physical disabilities.

There are various projects across Glasgow that support a large number of people. The Cassiltoun and Gorbals service support adults and older people to remain in their own homes as an alternative to residential care. There is accommodation linked service in the Priesthill area that supports people with mental health issues.

There are three Glasgow Integrated Services that provide visiting support to people with mental health issues for a specified time period of up to six months to support their recovery. These services provide an option to longer term self-directed support to individuals should they require this.

About the inspection

This was an unannounced inspection which took place on 21, 22, 23, 24 and 27 October 2025. The inspection was carried out by three inspectors 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 17 people using the service and one of their family members, in addition we had 16 responses to our pre-inspection questionnaire
- spoke with 16 staff and management and received 37 responses to our pre-inspection questionnaire
- observed practice and daily life
- reviewed documents
- spoke with six health and social work professionals and received nine responses to our pre-inspection questionnaire.

Key messages

- The service is very highly thought of by individuals and health and social care professionals who use it.
- Staff are described as motivated, kind and caring.
- Staff work well together, they are flexible to meet the changing needs of people they support.
- Observations of staff practice should be recorded.
- The service should improve the clarity and consistency of care planning and documentation.

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
How well is our care and support planned?	4 - 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 had 16 pre-inspection questionnaires returned from people using the service, all were very positive.

When asked the question "Overall, I am happy with the care and support I experience from this service" all responses agreed or strongly agreed.

Some comments that were added:-

"Staff are very helpful and they adjust to my health needs and care needs as they occur."

"Staff have introduced me to activities in my community to give me a purpose."

We spoke with an additional 17 people face-to-face or by telephone. They were also very positive about the service they received with one commenting:

"The service is great, they have made a big difference to my life."

The very high level of positive responses we received assured us the service was meeting individual needs and contributing to their health and well-being.

We received nine pre-inspection questionnaires from health and social care professionals and had contact with another six. They clearly thought highly of the service and told us:

"The service is invaluable to us, the team are always professional, knowledgeable and we are appreciative of that." and

"It's a fantastic service, staff listen and take advice and give us feedback if there are any concerns".

The service worked in partnership with health professionals such as the mental health and crisis teams. This collaborative approach was essential to provide a holistic service to people using it.

Staff mainly worked in small teams to ensure consistency and people we spoke with told us they knew all their staff and were happy with them all. Having consistent staff provides opportunities for individuals and staff to build relationships and trust and is beneficial to their health and wellbeing.

Support delivery was flexible and tailored to individual needs. People benefitted from structured routines such as swimming, walking, and emotional wellbeing support. Staff were praised for their reliability, kindness, and ability to build rapport, with several individuals crediting the service for helping them avoid hospital admissions, improve their mental health, and regain independence.

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.

We had 37 pre-inspection questionnaires returned from staff. When asked the question "Overall, I am happy with the care and support people receive in this service" all agreed or strongly agree they were.

Staff agreed they had regular supervision and appraisal, and they feel confident and well supported to carry out their role.

Some staff left comments:

"This service promotes choice and independence, working together as a team, excellent communication skills."

"Staff treat the people we support with dignity and respect."

"The service allows the people we support to make informed decisions about their care. Staff are caring and compassionate towards the people we support."

"We listen to the people we support. We work well as a team, being flexible and supporting each others wellbeing. We work well with our partners."

Staff we spoke with were just as positive as they told us they were well trained and felt fully supported by their manager and the rest of their team.

People using this service described the staff as caring, motivated, and supportive. They worked well together and demonstrated respectful, person-centred approaches. Communication was clear and tailored to individual needs, fostering trust and confidence. Staff had time to provide care and support with compassion and engaged in meaningful conversations and interactions with people.

Staff were clear about their roles and were deployed effectively. Staff helped each other by being flexible in response to changing situations to ensure care and support was consistent and stable.

Training completion levels were very high which reflected a strong commitment to staff development. However the evidence of training being evaluated to ensure it was effective was inconsistent.

Supervision should be an opportunity to reflect on training and professional development with discussions around how completed training would be used to support better outcomes for people. However there was little evidence any reflection was taking place.

Staff should be observed to ensure they are putting their training into practice and they are competent. There was a lack of observation of practice records. Whilst we were told this was being done there was no recorded evidence. (See area for improvement 1)

Areas for improvement

1. To support staff training, learning and development the provider should ensure staff use reflective practice and receive direct observations of their practice.

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes". (HSCS 3.14)

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was evidence the person or their family member were involved in developing their support plan. This gave them control over what was written and we could see the plans were signed by the person to evidence the content had been discussed and agreed.

Support plans were person centred and generally reflected individual preferences, health needs, and routines. Staff demonstrated strong knowledge of health-related interventions.

People had clear personal outcomes identified to help them work through their issues with support from staff. Progress of identified outcomes and next steps were discussed with the person as part of the review meeting. The support plan is then updated to reflect any changes needed to ensure it still meets the persons changing needs.

Risk assessments would benefit from being more detailed and less reactive. A preventative approach to risk assessment would focus on identifying any potential risks before they occurred and implementing strategies to reduce or eliminate those risks proactively. This contrasts with a reactive approach, which deals with risks after they have already happened. For example fall plans were in place with no preventative measures to try to prevent further falls.

Medication protocols should be in place for all "as and when required" (PRN) medications. However we found some were missing or had unclear guidance around when to administer medications such as for pain. This had the potential to result in poor outcomes for someone who may not be administered the correct medications or dosage.

Support plans provided guidance around how people preferred their support to be carried out and we found most plans had a good level of information. However inconsistencies and missing information in some plans meant there was not the same level of guidance and information across the services. (See area for improvement 1)

Areas for improvement

1. To support consistency and provide clear guidance to staff the provider should improve the clarity and consistency of care planning and documentation.

This is to ensure care and support is consistent with Health and Social Care Standard (HSCS) which state that "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

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
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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