

Carr Gomm Support Services 3 Housing Support Service

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Type of inspection:
Announced (short notice)

Completed on:
23 October 2025

Service provided by:
Carr Gomm

Service provider number:
SP2003002607

Service no:
CS2004075297

About the service

Carr Gomm Support Services 3, is a combined care at home, housing support service, based in Edinburgh. The service provides care and support for adults with a range of needs, including mental health issues, addictions and social isolation.

The provider, Carr Gomm, has been registered with the Care Inspectorate since 26 July 2004 to provide this service across Edinburgh and more recently in the Scottish Borders. At the time of inspection 134 people were using the service.

About the inspection

This was an announced (short notice) inspection which took place on between 13 and 23 October 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 eight people using the service and one of their family
- Spoke with 13 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People described that the service had improved their confidence and independence
- Staff were supportive of their colleagues
- Medication administration processes and staff knowledge regarding medications required improvement
- Communication within teams was generally good
- Staff and managers were flexible to ensure people's outcomes were met

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?	4 - 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?

4 - Good

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

We observed warm and compassionate interactions between staff and people. Relationships had clearly been developed over time and trusting connections developed. People described staff as being lovely, helpful, kind and supportive.

People described improvements in their confidence and independence as a result of the care and support of the staff within their service. One person commented "If I have a problem I can talk to one of them. They'll help me calm down".

Staff had developed positive and respectful relationships with external clinical and specialist healthcare services. This had supported staff to be aware of people's wellbeing and medical conditions. Gaining confidence and skills in how they could positively support people with changes to their care and support needs. One person commented on how the staff had impacted on their life, "It has helped, If I wasn't here, I'm not sure where I would be"

Partnership working between clinical, social and creative agencies, within the different services, appeared to be very successful and had had a positive impact on people's health and wellbeing. One professional commented how planning improvement had supported joint working; "The improvement plan has helped the team work in partnership with other agencies".

Medication was in general being managed well, with some people managing their own medication, which had increased their independence and confidence. There were however some issues with medications that had the potential to negatively impact on people. We discussed these issues with the managers who immediately made amendments to ensure issues were being dealt with, see area for improvement one.

People were generally eating well. Some people were cooking and shopping with support, while others were completely independent, which they described that they enjoyed. This meant that people were being supported with cooking in a person centred way.

Personal plans were detailed, containing detailed information on people's health, wellbeing and personal preferences. This ensured that people's needs, and wishes were supported well. Personal plans were updated regularly and reviewed, this ensured information was up to date and reflected the person's physical and mental health needs.

Areas for improvement

1. To ensure people's health and wellbeing, the provider should ensure that staff follow safe medication administration processes.

This should include but not be limited to ensuring that medication is administered appropriately and staff have an understanding of the purpose of the medication and potential side effects prior to administration.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 1.24 which states: "Any treatment or intervention that I experience is safe and effective".

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.

Staffing levels appeared to be good. Some staff described that during holiday times staffing levels could be low. However, staff and managers were very flexible and would support the teams to ensure people's support was not impacted. This level of flexibility supported people to achieve their outcomes.

New staff described their inductions and shadowing opportunities as very helpful. People also commented that new staff were introduced to them slowly so trust and connections could be developed. This had ensured that people were confident in the abilities of staff before they were working with them one to one.

Shift planners had been developed to ensure that people's specific support needs were factored into each shift. This at times did not allow for a great deal of flexibility for people, however, staff described this as essential to support people using the service to stay focused on their personal outcomes. This meant that people had set support times, which they could choose to use or not.

Staff described that they enjoyed their work and appreciated working with their colleagues. One staff member commented "It's a nice open and supportive team". This helped to ensure a warm and welcoming homely atmosphere within each service. People appeared at ease with staff, as positive relationships with staff had been developed. This meant that people were relaxed and happy to receive support in their own homes.

Communication within the teams was very good, with staff using a variety of ways and opportunities to ensure information was shared with their colleagues. One member of staff commented "There is good high standard to communication, especially with other agencies". This ensured information was up to date and supported people's outcomes.

Team meetings were held regularly, with the majority of staff able to attend. This format supported managers to pass information on to teams. We discussed with the manager how team meetings could be improved to hear the voice of staff more frequently. We'll follow this up at our next inspection.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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