

# Carr Gomm Argyll & Bute Responder Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
11 February 2026

**Service provided by:**  
Carr Gomm

**Service provider number:**  
SP2003002607

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CS2011298798

## About the service

Carr Gomm Argyll & Bute Responder is a registered care at home service providing support to adults living in their own homes. The service supports adults who may have physical disabilities, mental health needs, learning disabilities, and older people.

The Responder Service works across Argyll and Bute areas including Campbeltown, Dunoon, Oban, Rothesay, Lochgilphead and Helensburgh. The service operates 24 hours a day, seven days a week responding to telecare alarms. The service mainly responds to call outs and provides some planned support.

At the time of inspection approximately 2110 people in Argyll and Bute were registered to the service.

## About the inspection

This was an unannounced inspection which took place between 29 January and 11 February 2026 between 09:00 and 20:00. 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 registration information, information submitted by the service, and intelligence gathered since the service was registered.

In making our evaluations of the service we:

- spoke with 37 people using the service and nine of their family members
- spoke with 13 staff and management
- spoke with six visiting professionals
- observed practice and daily life
- reviewed documents.

**Key messages**

- Staff responded promptly and confidently to community alarm calls.
- People experienced calm, reassuring support, which reduced distress during emergencies.
- Staff used their judgement well, escalating concerns to health professionals when needed.
- Staffing levels, deployment, and teamwork supported safe and effective responses.
- Staff responded with confidence in emergency situations.

**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 evaluated this key question as very good because the service consistently supported people's health, safety and wellbeing. The strengths we found made a clear, positive difference to people who relied on the service during urgent or distressing situations.

Staff responded promptly to community alarm calls and handled emergencies with calm professionalism. People told us this reassured them, especially during the night when they felt more vulnerable. Staff were flexible and responsive. They triaged calls well, provided rapid assistance for falls or illness, and stayed longer when people needed reassurance. This meant people received the right help immediately, reducing anxiety, and ensuring people felt safe in their own homes.

Staff assessed situations confidently and made sound decisions about next steps, such as contact with a family member, a return visit, or escalation to a health professional. This ensured people received the appropriate follow-up and supported them to remain safely at home. People told us that staff helped them stay calm during distressing events such as falls, illness or confusion. Staff showed patience and sensitivity and stayed with people until they regained confidence. Their emotional reassurance helped people feel less overwhelmed during emergencies.

Staff noticed environmental hazards such as clutter or unstable furniture. They addressed immediate risks and alerted relevant agencies for follow-up. This reduced repeat incidents and supported safer home environments to benefit people.

Communication and information sharing were strong. Staff passed information quickly to social work and other services, ensuring any concerns identified were reviewed promptly.

The service worked with the Health and Social Care Partnership, who provided telecare equipment such as fall detectors, smoke alarms, exit alarms, GPS devices, and bed sensors. The service delivered the response to the full range of equipment supplied. This approach helped keep people safer by enabling earlier detection, supporting quicker and more accurate responses, reducing risk, and promoting independence.

Reviews were undertaken every six months, and any changes to people's needs were recorded. When a review identified the need for additional support or assessment, the service made timely referrals to the relevant services. This meant changes in people's presentation were identified early, and prompt action taken to ensure care and support continued to meet their needs.

## How good is our staff team?

5 - Very Good

We evaluated this key question as very good because staffing levels, deployment, and teamwork supported safe and effective responses. These strengths ensured people received reliable help whenever they needed it.

The responder service was well staffed, ensuring there were enough trained team members to manage calls safely, and respond quickly to anyone needing help. This meant people could be confident that any emergency would be handled promptly, giving them reassurance and helping them feel safe.

People and their families described staff as kind and knowledgeable with one person telling us they were 'angels' explaining that when they ever had an emergency, they could simply press their alarm, and someone would be there to help them and make them feel safe.

Clear escalation pathways allowed staff to access advice or additional support during complex situations from skilled managers. This enabled them to make safe decisions and ensured people received appropriate follow up.

Teamwork was a particular strength. Staff communicated well during urgent situations and coordinated actions effectively. They collaborated closely with home care teams and other professionals, which supported smooth follow up after callouts and reduced further risk.

Training and development were effective. Staff received regular training in dementia, medication, moving and handling, and adult support and protection. Competency checks helped maintain safe practice. Many staff said undertaking their Scottish Vocational Qualification strengthened their skills and confidence, and the in-house training was widely praised. This ensured people received support from staff with the right skills and knowledge to respond safely during emergencies.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To ensure staff who are supporting people are skilled and have opportunities to reflect on their practice the provider should ensure supervision is delivered in line with the organisation's policy.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 30 April 2024.**

#### Action taken since then

Although some supervision records were provided, they did not demonstrate that supervision was being carried out in accordance with organisational policy. There was a recognition that staff supervision was behind schedule, but we were assured that there was a management plan to address this.

This area for improvement was not met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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