

# Carr Gomm Support Services 4 Housing Support Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 March 2026

**Service provided by:**  
Carr Gomm

**Service provider number:**  
SP2003002607

**Service no:**  
CS2004075282

## About the service

Carr Gomm Support Services 4 offers support and help to people who have a range of support needs to live in their own homes. It is a combined service offering a 24-hour residential support in two group living houses and, in addition to this, housing support and care at home for people who live in their own homes in the community. Support can be provided up to 24-hours a day or for shorter periods throughout a week, depending on a person's needs. There is also an out-of-hours responder service that operates from 23:00 hours to 07:00 hours, seven days a week.

At the time of the inspection, the service was regularly supporting approximately 100 people across Falkirk, Stirling, Clackmannanshire and Fife, excluding those supported by the responder service which was variable. The service operates from a main office in Falkirk and there is a smaller office base in Stirling. Carr Gomm is a national charity which provides supported living and community care services across Scotland.

## About the inspection

This was an unannounced inspection which took place on 17, 18 and 19 March 2026. The inspection was carried out by two 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:

- spent time with people using the service and received feedback from their relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People received support which was strengths based and person centred
- People were supported to take part in a wide range of activities, promoting enjoyment and fun
- People were very appreciative of staff support
- Staff enjoyed working for the service and were very committed
- The service is well managed with good oversight of people's needs.

## 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?	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

In this part of the inspection report we considered the following quality indicator:

### **Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.**

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people.

People were being supported with the utmost respect. People were supported in a person centred way with staff focusing on their strengths and attributes. Care and support was delivered by consistent staff who knew people well and were knowledgeable about their needs and how they liked things to be done. People were supported in a kind and nurturing way. One person told us "The people who support my brother are amazing - always kind, patient and respectful and go the extra mile to ensure that he has a happy and fulfilling life. I am so grateful for everything they do" and "I am very well supported and treated with dignity and respect. The team always find ways to make me happy, always putting lots of effort into my support. I really loved my holiday this year. It was so nice to get away. Recently I have been unwell and the team have worked really hard adjusting my support for me."

People were supported to attend appointments related to their health and wellbeing. The service had good links with health and social care professionals in the area and worked collaboratively with them to promote people's health. One external professional told us "The wellbeing of the people supported by Carr Gomm is paramount when delivering a service that is person centred to the individual. There is a culture within the service that promotes compassion, dignity and respect. Staff continue to put the person they support at the centre of any decision making and it is evident that they have an excellent rapport with each individual they support."

Medication administration was well managed, with the level of support people needed to take their medication being clear within care plans. Tasks within care plans such as cleaning of wheelchairs, bedding, laundry and household tasks promoted the maintenance of good hygiene and a pleasant living environment for people that supported their wellbeing and comfort as well as limiting the avoidable spread of infection.

People were supported to be active. There was a positive focus across the service on the encouragement of physical activity, occupation and meaningful connections. This included the transition service that had recently started. People were encouraged to set goals which they could work towards. One person told us "My son has only started with Carr Gomm recently and in the space of time he has managed to settle well. He has a good relationship with his workers and they treat him with dignity and respect which for him has been great. They listen to him and they support him in any way he needs. I as his mother find it very easy to communicate with his workers and also if there are ever any issues they don't hesitate to help or deal with situations."

Overall people receiving a service were being supported very well. This included their wider families in many cases by supporting carers and reducing carer stress.

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

In this part of the inspection report we considered the following quality indicator:

**Quality Indicator 3.3: Staffing arrangements are right and staff work well together**

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Staff were supported into their role via induction and shadowing, giving them an opportunity to apply their skills into practice whilst receiving a higher level of oversight during that initial period. Staff told us "This service recruit staff and trains them to be the best in their role through adequate training, evaluation and appraisal where required." Staff enjoyed working for the service and found teamwork and communication to be good.

Staff had good access to training relating to the needs of people they were supporting. There was good evidence of supportive professional discussion within supervision. Staff were encouraged to develop, and to use the support of their colleagues and management to build resilience when dealing with challenging circumstances and conditions. Team meetings focused on supported people, giving staff the opportunity to share their knowledge and understanding of the person and how best to support them, including when there were changes in their presentation and condition. This was an inclusive and problem solving approach. Staff took pride in the service they provided. One staff member told us "Overall, I feel the service supports both the people we care for and staff well. I feel confident in my role and supported through regular supervision and training. I'm able to contribute to care planning and reviews, and there is a clear focus on person centred support, independence, and involving families and representatives. This helps ensure people's needs and wishes are listened to and met in a respectful and timely way. I'm satisfied with the standard of care provided."

Many staff had been working for the service for many years and were very committed to the people they supported. Staff were skilled at building relationships with people and had established good relationships with people and knew them well. Staffing levels were good and this meant people were supported to do things that they enjoy doing. Staff evaluated what people engaged with and enjoyed and were flexible in their approach to support based on their knowledge of the person.

The management team were very available to people using the service and combined with good communication with staff in the field this meant they had very good oversight of people's personal situations, challenges and needs. People told us "I have a very good Support Team and have no worries or issues about which team member is with me, if there is ever any issues team members plus a manager will come and visit me to chat about anything that I need to talk about" and "I am happy with the support of Carr Gomm." This meant that people experienced a warm atmosphere because people have good working relationships.

## How well is our care and support planned?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

### Quality Indicator: 5.1. Assessment and personal planning reflects people's outcomes and wishes

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People told us they were involved in the planning and development of their or their relative's care. It was evident staff paid attention to people and that they knew them well. Plans shared a sense of each person, their needs, what was important to them and what they wished to achieve from the service. Care notes gave a detailed account of support that had been given, and how the person was presenting that day. They encapsulated people's needs well overall.

People received good consistency and continuity of care which meant staff knew how to support the person safely. This included any known vulnerabilities or areas where they were at particularly high risk and other pertinent information required to meet people's individual needs. Risk assessments were in place covering pertinent risks, however these would benefit from better linked/sufficient guidance within support plans and risk assessments. This would further support staff to respond appropriately and provide effective care.

In terms of decision making, where legal measures were in place, the service should ensure that they are aware of these, have a copy and that this is made clear within care planning documentation and this was discussed with the manager at feedback.

The service had very good processes in place to audit and quality assure their care planning system to ensure its fitness for purpose. This meant that people benefitted from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes.

## 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
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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