

Carr Gomm Support Services 3 Housing Support Service

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Type of inspection:
Unannounced

Completed on:
10 August 2026

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 132 people were using the service.

About the inspection

This was an unannounced inspection which took place between 3 and 6 August. 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:

- Spoke with 15 people using the service and three of their family
- Spoke with 16 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke to four visiting professionals

Key messages

- People experienced warm, compassionate and person centred care from staff who knew them well.
- People and their relatives consistently spoke positively about the quality of support they received.
- Staff were very good at developing meaningful relationships with people.
- People were well supported to remain active and engaged in meaningful activities and connections.
- The service worked effectively with external professionals to meet people's needs.
- Managers were approachable and responsive, providing effective leadership and support within the service.

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 leadership?	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.

Staff interactions with people experiencing care were consistently warm, friendly, and encouraging. We saw people were treated with dignity and respect. Staff took time to engage people at their own pace.

Staff we spoke to clearly had good knowledge of people's personal histories, interests and preferences. This meant that trusting relationships were formed between people and the staff who cared for them. We saw very good evidence of staff being proactive in supporting people to achieve their goals and become more independent. People told us: 'Staff are approachable and I have a good connection with them' and 'I've never felt supported as I do here'. This ensured people experienced very good health and wellbeing outcomes.

The service environments were friendly, open and welcome. There were clear examples throughout of people's independence being promoted and staff supporting people to express their creative, spiritual and personal interests.

Personal plans were regularly reviewed with people and their families ensuring they were responsive and took into account people's choices. We saw detailed information in plans to support people with their mental health and clear actions and techniques to follow. There was a range of activities for people to participate in within services and people were supported to engage in activities within the wider community. A relative reported 'The staff team and his keyworker let him flourish with all his hobbies and he is living his best life here and getting to be happy and who he wants to be'. People's personal plans were person centred, up to date and reflected people's needs and goals.

Staff were helping people to access smoking cessation and physical activities such as the gym and sports. Some people we spoke with told us they were benefiting from support with their physical health.

The service had very good connections with other health care professionals. Visiting professionals told us that staff were good at communicating people's needs and working in partnership. Professionals described the partnership working as good. Referrals were made to visiting professionals to ensure people had access to a wide range of supports to benefit their health and wellbeing.

We observed accurate and clear medication management that were of a very good standard. Systems in place to support staff with medication administration including training, observations and regular audits. Staff told us: 'the face-to-face training was excellent and support from my manager really increased my confidence with medication' and 'medication training is well done'. People's personal plans clearly detailed individual health needs and medication requirements. This good practice meant that people were kept safe.

How good is our leadership?**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.

The service had an improvement plan in place. This was created by the management team and covered auditing processes and feedback from staff and people experiencing care and support. Improvement plans had clear areas for improvement, actions to achieve this and owners of tasks. We observed areas of the improvement plan being actioned with the aim of improving service delivery including the improvement of medication administration and recording and incident report recording.

We observed evidence of regular management and staff meetings taking place with a focus on quality improvement. Management demonstrated a strong commitment to ensuring quality assurance and improvement is led well.

Regular joint review meetings took place between staff and managers. We observed evidence of management supporting staff to develop their skills as well as opportunities for staff to contribute to service improvement and delivery. Staff told us: 'my manager is very present I get bimonthly joint review meetings where we talk about progress' and 'they are a helpful and open process where I can bring up concerns and suggest improvements'.

The service had a robust training programme for staff. Managers facilitated regular practice observations with staff to provide ongoing feedback, development and support for staff. Staff told us: 'the best training that I've ever experienced' and 'training was excellent and support from my manager really increased my confidence'. There was a mix of in person and online training to optimise staff attendance.

Staff consistently described that they felt supported by management and were given the tools to do their job to the best of their ability and provide a quality service to people. Staff commented, 'managers are approachable, flexible and look after us' and 'the management set a high standard, a good allure to better your best'.

We saw good evidence of accident and incident procedures. There was a robust three tier process to ensure timely reporting, investigation and management oversight. Processes were in place to ensure accidents and incidents were investigated and reviewed by the management team and any learning was available to the staff teams.

People had regular opportunities to participate and feedback on the support they received. People participated through questionnaires, house meetings and focus groups. We observed managers and staff demonstrating a commitment to ongoing service improvement, and we saw very good evidence of people's views being taken into account to improve the service they received. These opportunities to feedback evidenced that people were active in ensuring their health and wellbeing benefitted from their care and support.

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 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"

This area for improvement was made on 3 December 2025.

Action taken since then

In general, we saw evidence that medication administration was a focus for the service in relation to quality improvement. There was robust training in place for staff members with retraining available if errors were made and staff told us they felt confident in administering medication. Medication was stored in locked cabinets in people's rooms or in staff offices and each person had a medication profile page detailing their medication. MAR charts were signed to evidence medication given and were audited monthly by managers. Medication counts were completed daily and PRN checks weekly.

Managers regularly observed staff practice regarding the administration of medication.

This area for improvement was met.

Complaints

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

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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