

Responding With Care: 24/7 Community-Based Support

<u>Organisation(s):</u>	Carr Gomm	
<u>Country:</u>	Scotland, United Kingdom	
<u>Contact:</u>	policy@esn-eu.org (we will function as an intermediary between you and interested organisations who want to learn more about the practice)	
<u>Theme:</u> Choose at least one option	☐ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☒ Community Care ☒ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☒ Digitalisation ☒ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☐ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☒ Person-Centred Care ☒ Research & Use of Evidence ☐ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> Which principles does your practice cover? Check the 20 principles here .	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☒ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☒ 16. Health care ☒ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to homeless ☒ 20. Access to essential services
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☒ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☐ Other (please specify):	
<u>Summary:</u> Please summarise the practice in maximum 3 sentences. This will be the disclaimer of your	Carr Gomm's Responder Service provides 24/7 community-based support across Argyll & Bute, a large and geographically remote rural area of Scotland. The service offers rapid, compassionate and person-centred help to people in vulnerable moments, enabling them to remain safely at home while reducing pressure on emergency services. Its recent use of digitally enhanced support plans has improved coordination and strengthened outcomes for supported people, families and carers.	

project on our website. Example here.	
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	The Carr Gomm Responder Services operate 24/7 across Argyll and Bute - a large area which includes rural and island communities as well as bigger communities and towns. Our Responder team comprises social care Support Practitioners who work in close collaboration with local services such as social work, HSCP teams, and emergency responders to ensure integrated, person-centred care. Our Response Services are reactive, flexible services that keep people safe and well in their own homes, preventing readmission to hospital and ambulance call outs.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Provide rapid, compassionate and adaptable support in crisis situations. 2. Enable people, primarily older people, to live independently, safely and with dignity at home. 3. Reduce unnecessary hospital admissions, readmissions and pressure on emergency services.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	The service operates day and night across Argyll & Bute through trained social care Support Practitioners who respond to a wide range of urgent and practical situations. Activities include supporting people after falls, carrying out welfare checks, assisting with temporary care at home, supporting discharge from hospital, preparing meals, providing emotional support to bereaved relatives, managing stoma care and responding to emergencies such as CPR. The team works closely with social work, Health and Social Care Partnership teams, NHS services and emergency responders to ensure integrated, person-centred care. Following an ESN Peer Learning Visit, the service has also introduced digitally enhanced support plans accessed via QR codes, improving communication, coordination and continuity of care for supported people, their families and other carers.
<u>Outcomes:</u> <i>Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)</i>	Between April 2024 and March 2025, the Responder Service made 52,483 visits across Argyll & Bute, including 124 visits directly supporting hospital discharge, 2,064 responses to falls, 14,470 welfare checks and 5,647 instances of temporary care at home. These interventions helped people return and remain safe and well at home and avoid unnecessary hospital readmission and ambulance call-outs. Evaluation is based on internally collected quantitative data, partner feedback and Care Inspectorate inspection results.
<u>Funding Source</u>	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☒ Regional Government Funds ☐ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☐ Other, please define:
<u>Links to supporting documents:</u> <i>e.g. project website or report of the practice, articles</i>	Carr Gomm Our 24 hour Responder teams in Argyll & Bute - YouTube
<u>Comments and tips</u> <i>i.e. for people willing to</i>	

<i>implement your Practice in their service</i>	
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