

Connected Lives: Exploring Digital Inclusion in Integrated Mental Health Services

Who Are We

Carr Gomm is a leading social care and community development charity, providing person-centred support to over 4,000 people each year.

What We Did

Our **Connected Lives** project, funded by the Digital Pioneers Mental Health Fund, collaborated with our Glasgow Integrated Mental Health services to support people living with moderate-to-severe, enduring mental health conditions to get online in a safe and meaningful way.

How We Did It

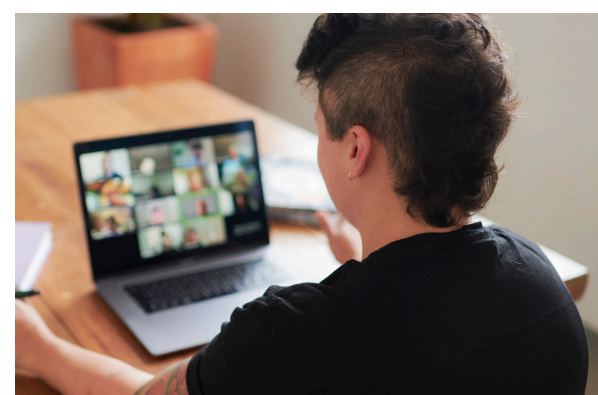
Between Oct 2023 - June 2024, we digitally upskilled 9 Digital Ambassadors, cascaded learning to 40 frontline Support Practitioners, and provided **75 people we support** with:



A device and 12 months unlimited data



Person-centred support to build digital confidence



The option to join our weekly online peer network

Impact for People We Support

- Strengthened **social connections** (e.g., meeting new people at online peer network sessions)
- Increased **community participation** (e.g., using the internet to find clubs and activities in the local area)
- Enhanced self-management of **health and wellbeing** (e.g., attending NHS CMHT therapy sessions online)
- Opened opportunities for **growth** (e.g., applying for jobs and college courses)

"I feel there's light at the end of the tunnel. I can get up and I can do things. Even things like using the tablet to play calming music [...] I'm getting better sleeps and feeling better in the morning for it. It might sound silly, but this tablet has completely changed me. It's done wonders for me and my confidence – it's helped me meet people and make friends"

Kirsty* (Person We Support, *name changed)

Time Space Compassion

Connected Lives embodies Time Space Compassion through the impact of our existing, trusted support relationships. Our Support Practitioners are in the lives of hundreds of people each year who are experiencing suicidal crisis. By upskilling Support Practitioners to feel comfortable and confident supporting people to get online, digital can be used as a powerful tool to address social isolation, enhance wellbeing, and strengthen hope for the future