



## WELCOME TO THE SPRING EDITION NEWSLETTER

Well, I cannot believe we are coming up for another financial year-end, it seems like only a few months since the end of the previous financial year!

For the past few years, it has not been clear how best the organisation should invest for the future, as partners have been unsure of the way in which they would like to see our services develop. **Our service provision of supported accommodation to vulnerable adults with a housing need has been seen by our partners as a very successful model of service delivery and we are delighted to say that we have NHS Highland's support to further embed this model going forward.**

**We have some really exciting news in that we have been fortunate to be able to purchase a beautiful property on the outskirts of town which will enable us to secure the future home of some of our residents. This means that we are not at the mercy of a landlord ending lease agreements and ever-increasing lease costs, which for many of us is a reality in our personal lives.**

Whilst the purchase of the property will not necessarily increase our service delivery, **it will give security and a stable home for those who will live there.**

The ability for us to purchase this property can be seen as a major achievement contributed to by all of our staff, and something we should all be very proud of. We would not have been able to achieve this without each and every one of our

staff team, so from me **a huge personal thank you and well done. Hard work and dedication does have its rewards.**

Whilst supporting our service users to have the best life possible, it is also important to me, the Board and the senior management team that we take care of your mental health and wellbeing also. **Let's be kind to ourselves and each other, remember to take breaks, get enough rest and practise self-care.** We continue to look at different ways to provide wellbeing activities for our staff, the latest one being our 6-week Yoga Classes, which have been well attended and thoroughly enjoyed by participants. If anyone has any suggestions for other wellbeing activities for staff, please let me know.

We continue to promote health and wellbeing for our services users with the newly branded **Gateway2Good Health activities project run by Belinda Johnstone, a huge success story which is very much evidenced throughout this newsletter.** Please encourage your clients to join in – everyone always seems to have such a great time.

As always, I operate an open-door policy, so please pop your head in when visiting head office, even if just to touch base.

*Keep up the fantastic work that you are doing, and I hope you are proud to work for Gateway.*

Alex Gilchrist, Gateway General Manager



### news >

#### GATEWAY GANG'S MUSICAL SUCCESS STORY



**Everyone is delighted with their new t-shirts.**

The Gateway Gang has just launched cool new t-shirts featuring Gateway's colourful logo and musical instruments, bringing joy to members.

The group recently gathered at St Mary's church hall for an exciting event, extending invitations to friends from various groups. **Check out page 12 for the full story on this fun event and comments from our band members.**



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**A BIG WARM GATEWAY  
WELCOME TO OUR NEW  
EMPLOYEES.**

See the full list on the  
back page.



Luke enjoyed a positive day at the indoor climbing wall in Inverness. see page 14

THE LEDGE



Gateway service users enjoy great days out. see page 10-11



For the 8th year, UHI students and staff support Gateway's Food for Families. see page 15



Lots of delicious recipes on pages 6-7

## RECRUITMENT INTERVIEW

Hello! My name is Christina. This picture is of Nicki and me heading off to carry out a recruitment interview.

I really enjoy being involved and helping out with recruitment for Gateway. It gives me a feeling of satisfaction. I like to be involved in deciding who will be supporting me and my housemates.

My housemates helped me to write up a list of questions that we thought we would like to ask people who want to work with us. We made the questions quite difficult!

I like getting dressed up for doing interviews, as I get to wear my good dresses. I also like going for a coffee with Nicki once all the hard work is done.



“

I enjoy meeting the people I have interviewed when they start to work for Gateway.



# GATEWAY'S NEW CHAIR

Iain Todd's appointment as Chair of the Trust signifies a major milestone, as he brings a wealth of experience and unwavering commitment to our organisation's mission.

I was honoured and privileged to accept the invitation recently to take on the role as Chair of the Trust. I do so at a time when the Board is delighted to welcome two very experienced new members in Douglas Hutchens and Irene MacDonald.

By way of introduction, I joined the Board of the Highland Homeless Trust 14 years ago, helping to provide shelter for those who were rough sleeping, and have seen the charity extend and grow into Gateway. We now employ 90 full-time staff and a number of part-time staff and are providing supported accommodation for as many as 45 vulnerable people and at the same time supporting, on average, another 180 in the community in Inverness, Easter and Wester Ross.

Our core values underpin who we are as a charity, namely Respect, Caring, Trust, Empathy and Reliable – and the team demonstrate these traits in spades. These values are recognised and acknowledged by the Care Inspectorate and Investors in People, who review our operations regularly.

I am proud to be associated with the charity and to play my part, with the Board of Trustees, in supporting the management in achieving their vision that 'every person will be empowered to achieve their potential'.

I came to Inverness in 1979 with my wife Fiona and our three young kids to open an office as an insurance loss adjuster covering the Highlands and Islands. The deal was for three years... and we are still here, although I retired in 2008 and then began a second career as a lay reader in the Church of Scotland. I would say I'm a people person who enjoys all kinds of sport, singing in choirs and spending time with family and friends.

I would like to take this opportunity to thank the management and staff for all they do to help folk in need and to wish you all the best for the year ahead.

*Iain Todd*



*I never cease to be amazed and inspired by the dedication and the professionalism of the management and staff, who are indeed special folk.*







# loving life at Planefield

## GB EXPLAINS HOW SPECIAL PLANEFIELD IS TO HIM.

Living at Planefield has been one of the best experiences of my life. Not only has it boosted my confidence, but it has also made me feel at home. When I first moved to Planefield, I was nervous about living in a new place with new people. However, the welcoming staff quickly put me at ease.

**One of the things that I love about living at Planefield is the variety of fun activities available.** From bowling to cooking and even rock climbing, there is always something to do. These activities have allowed me **to make new friends and try new things, which has been great for my confidence.**

And let's not forget about the magic of Christmas at Planefield. Everyone comes together to celebrate the holiday season with decorations, music and plenty of festive

cheer. We even received presents, which I didn't expect! I am so grateful as the staff thought of things I would like.

### **Feeling at home**

But beyond the fun activities and Christmas celebrations, **what makes Planefield truly special is the feeling of being at home.** The staff and residents have become like family to me, and I know that I can always count on their support.

**Overall, I highly recommend Planefield to anyone looking for support where they can**

**feel at home and grow their confidence.** The staff are always available and it has truly been a life-changing experience for me.

“

*I am grateful for every moment spent at Planefield.*



# OUR NEW DIRECTORS

Welcome Irene J. MacDonald and Douglas Hutchens.



Hello – I'm Irene, an **Investors in People Specialist, Business Adviser, HSEQ Adviser and Organisational Development Consultant**. I'm really pleased to be joining the Gateway team as a **Director** and looking forward to helping to make a difference.

My background is in organisational development and **I'm a qualified assessor and internal verifier**.

For the past 25+ years, I've operated throughout the UK as an **Investors in People Specialist** on behalf of Investors in People UK. In addition, **I provide business advice for public, private and third sector organisations**. Via these roles in conjunction with private consultancy work, I have experience of a wide range of sectors and industries, namely **construction, manufacturing, agriculture, forestry, fisheries, food and drink, the voluntary sector, health sector and community groups**.

My early career was spent working for both central government and local government. A change of career led to my working for a **National Training Company as an Assessor, IV, Quality Assurance Manager/Internal Auditor and latterly as Centre Manager**. I then worked as a **Business Adviser/IIP Adviser with Highlands & Islands Enterprise**.

I'm committed to continuous

personal development, having completed a **Financial Accounting Course, Advanced Business Advisory Skills Course, SFEDI/EFQM/IIP Practitioner Training and a NEBOSH Health & Safety Course**. I have also completed the **Level 4 in Occupational Health & Safety plus the Level 4 in Learning & Development**.

**As a mentor with MCR Pathways, I mentor young people at Dingwall Academy**, and I was previously a Board Member with HLHS (Dingwall Mart).

In my personal life, I'm a PADI open water diver and a keen walker/climber. I've 'ticked off' 170+ Munros and enjoyed climbing in Europe, with Kilimanjaro planned for 2024/25. I love spending time at home, walking my two dogs, Tilly and Coby, and kayaking and wild swimming on the Black Isle.

Hello – I'm Douglas one of the two new Trustees, but before I give you a bit of background on myself can I say how impressed and enthused I am by the work you are all doing for the people we serve in Gateway. It's clear that we make a critical and inspiring difference to the lives of many vulnerable people in the Highlands – thank you.

I live in Tornagrain with my wife Karen and Dúghall, our young Tibetan Terrier (known as 'Dúghall the duster' due to his long fluffy

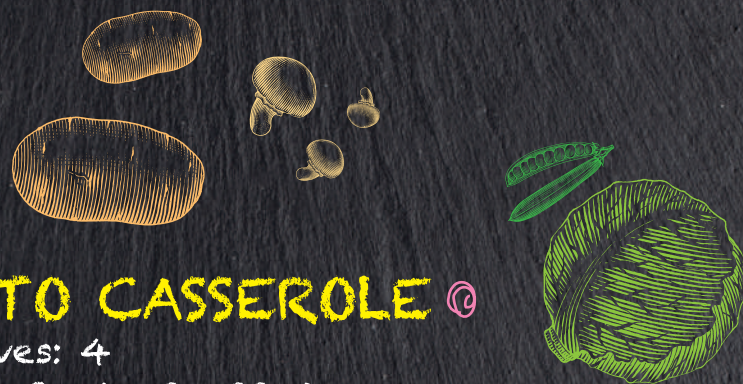
black coat). We moved to the Highlands from a remote area in the south of Lanarkshire three years ago to be closer to our son, daughter-in-law and young granddaughter, Hope. It has been a positive change settling in to Highlands living and we have joined a brand new community church being established in Tornagrain, which keeps me busy helping to set it up.

My background has mainly been in the **public sector, working for and with the health services for over forty years**. I have had the privilege of serving on a number of boards as a non-executive, including **Vice Chair of SAMH**, the Scottish mental health charity, **Vice Chair of the Care Commission and then the Care Inspectorate, Vice Chair of NHS Education Scotland**. I was a non-executive of the **Scottish Government, Disclosure Scotland and the Crown Office Procurator Fiscals Service** and am a member of the **UK and the Scottish Courts and Tribunals Services**.

Anyway, **it is a privilege being a member of Gateway** and I look forward to working with you, hearing more about the work you are doing and being part of the way in which we in Gateway move forward in such a challenging environment. **Please say hello when you see me around**.



# cookery corner



## @ HAM & POTATO CASSEROLE @

Serves: 4

Prep: 15min > Cook: 50-55min

### Ingredients

- 4 large potatoes, peeled and sliced
- 180g shredded ham hock
- 600g mushroom soup

### Method

1. Preheat the oven to 230C (fan 21°C) Gas mark 8
2. Peel the potatoes. Chop 2 potatoes into small cubes, parboil in a pan of boiling water for 5 minutes then drain.
3. In a medium baking dish, mix 180g shredded ham hock (or any ham of your choice), 600g of mushroom soup and the cubed potatoes. Top with the sliced potatoes and brush with a little olive oil.
4. Bake for 50-55 minutes until piping hot with a crispy top.

Serve with seasonal vegetables.



## @ STICKY @ SOY-GLAZED FISH

Serves: 4

Prep: 5min > Cook: 15min

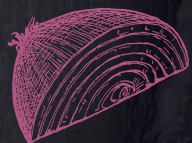
### Ingredients

- 300g long-grain rice
- 4 tbsp. soy sauce
- 15g ginger, grated
- 2 tsp. caster or granulated sugar
- 1/2 Savoy cabbage, shredded
- 1/2 small red onion, sliced
- 1 carrot, peeled and grated or shredded
- 1 lime, juiced
- 2 tsp. olive oil & 1 tsp. for brushing
- 1 pinch of salt
- 520g fish fillets of choice (e.g. sea bass)

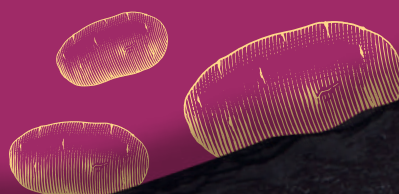
### Method

1. Boil rice until fluffy
2. Meanwhile, place soy sauce, ginger and sugar in a pan and simmer over a low heat for 5 minutes until it becomes like a thin syrup.
3. In a bowl, add cabbage, carrot, onion, lime juice, pinch of salt and drizzle 2 tsp. olive oil. Toss well and set aside.
4. Heat grill to a high heat, add fish and grill for approx. 4-8 minutes. Brush over soy glaze and grill for a further 2-4 minutes until fish is cooked, flaking when pressed gently and glaze is sticky.

Serve with rice and lime slaw.







## @ CAULIFLOWER & POTATO CURRY @

Serves: 4

Prep: 15min > Cook: 35min

### Ingredients

- 1 large cauliflower, chopped
- 150g new potatoes, halved
- 2 tbsp. vegetable oil
- 1 tsp. ground turmeric
- 2 1/2 tsp. medium curry powder
- 1 onion, chopped
- 2 garlic cloves, minced
- 1/2 red chilli, chopped
- 1 tsp. ginger
- 1 vegetable stock with 400ml water
- 200g spinach
- 500ml passata
- 10g fresh coriander
- 1 lime, cut into wedges
- Optional (add chicken or beef)

### Method

1. Preheat oven to 230C (fan 21°C) Gas mark 8
2. Place cauliflower, and potatoes on an oven tray and combine with 1 tbsp. oil, turmeric and 1 tsp. curry powder. Roast for 20 minutes and then set aside.
3. Meanwhile, heat the remaining oil in a frying pan and add the onion, garlic cloves and ginger. Cook for 1 minute. On a medium heat, pour the vegetable stock and passata into the frying pan. Add the spinach and cook for a further 5 minutes.
4. Pour the sauce from the frying pan into an oven proof dish. Add the potatoes and cauliflower and roast for 35-40 minutes. Scatter with coriander and red chilli; serve with lime wedges.



Here are some tips to enhance the flavours and presentation of this recipe:

#### Marinate cauliflower and potatoes:

Consider marinating cauliflower and potatoes in the spice mixture for a bit longer before roasting to intensify the flavours.

**Texture contrast:** For added texture, sprinkle some toasted nuts like almonds or cashews over the dish before serving.

**Serve with accompaniments:** Serve the dish with naan bread or rice to soak up the delicious sauce.

Feel free to tailor the recipe to your taste preferences and get creative in the kitchen!





# gateway events



2 Welcome beautiful baby girl, **Kiera**.



The team loved their medals.



1 Asylum seeker sports day at Inverness Leisure Centre.



The best day ever!

## A roundup of GATEWAY events

### 1 Sports day fun.

On the 20<sup>th</sup> February, I attended an activity organised by UASC in Inverness Leisure Centre for all the young asylum seekers. I went with Sherzad and Zekrya. It was themed like a school sports day. We were divided into three teams, with one team made up of support staff.

The young people had a chance to experience lots of different activities, including tug of war, egg 'n' spoon race, three-legged race, sack races and many more. All the activities were new to them, but they quickly learnt what to do and were very good at it. The boys were keen to try new things and were very competitive against the staff and each other. They had a chance to be silly and sporty, and it was lots of fun. They were all very tired in the end but didn't want to go home. The winning team won a trophy and everyone received medals.

After the activity, we all went to Pepe's for a meal. The next day I heard lots of positive feedback from the boys. They were very thankful and said it was the best day ever. Karolina Strawa, Support Worker

### 2 Congratulations to Diana on her new arrival!

Welcome to Service Manager Diana Dandarova's beautiful baby girl, Kiera, who was born on 2<sup>nd</sup> October 2023.

### 3 A cooking class for our young asylum seekers.

A cooking class at Acair House, delivered by Amanda and Karolina to our young asylum seekers. All greatly enjoyed the time they had together and they had the opportunity to learn the Scottish way of cooking fish.





# GATEWAY'S NEW STAFF MEMBERS

Welcome to Pam Craig-Mackie and Annabel Mowat.

employee news



**Pam Craig-Mackie**, Care at Home Manager

Hello, I'm Pam – the new Care at Home Manager for Gateway.

I have been here since mid-October and what can I say... it has been an absolutely hectic rollercoaster ride, but I have loved it and still continue to love it!

**I am doing what I love and have a passion for, with people I really enjoy working with.**

The Gateway team are great and they are all willing to lend a hand when I need it. **Everyone is caring, kind and willing to go the extra mile.** I have a great team of ladies and a wonderful group of clients, and I look forward to growing with my team and the company. **I am incredibly proud to be a part of the Gateway family.**

Hello, I'm Annabel – the new Compliance Manager for Gateway.

I joined Gateway at the beginning of September as Policy Officer which for me has been a great introduction to the organisation. **I've been impressed by the breadth of work of Gateway and the warm welcome extended to me as a new employee.**

I have a long background of working in health and social care as a registered nurse and look forward to sharing my varied work experiences in my new role as **Gateway's Compliance Manager**. I do not doubt though that I still have loads to learn, and I look forward to being able to keep up with my own learning and professional development alongside the staff team.

Starting a new role isn't without challenges as I get to grips with new systems! I feel lucky though to have a role I enjoy and **so many supportive colleagues.**

Since starting work with Gateway, I can honestly say that for me each day I look forward to coming to work!



**Annabel Mowat**, Compliance Manager

**It's great to be working with an organisation that is forward-thinking and committed to providing excellent services to vulnerable adults.**



# SUCCESS STORIES

## 2023 ACTIVITIES AND ADVENTURES ROUND-UP



2023 was great fun – it's been a pleasure to have been able to run the activity group again. We did some new activities, visited some new places – and returned to some old ones as well.

Attendance has been great, with the regulars still frequently attending and some new faces joining.

We've been making the most of what the local area has to offer, with two visits this year to the new indoor bouldering centre, The Ledge. This was

a hit with a few of the service users. Bouldering is physically and mentally challenging, and all the participants did really well.

We had a visit to Black Isle Berries for berry picking – bringing back our bounty of strawberries to share with everyone!

As always, there have been a few battles with the weather – during one of our activities we were caught in the rain at Cromarty, but we survived and the sunshine came out afterwards for us to be able to enjoy lunch.



*It's also great to be able to collaborate with and support local businesses – it brings a lovely sense of community.*

*Belinda Johnstone, Activities Co-ordinator*





# A POSITIVE IMPACT & MAKING NEW FRIENDS



It's been a great experience to organise these activities for our service users.

The importance of being outside and able to experience nature, or having new adventures, can have such positive outcomes on wellbeing. It gives people something enjoyable to look forward to, which can bring a sense of purpose.

There are challenges throughout some of the activities, which helps with learning and understanding that **challenges can be taken on and overcome** (such as being caught in the rain!) **and helps build self-esteem**. The service users can see what's available to them here in Inverness and the Highlands.

It's been lovely to observe the changes amongst our residents and clients – being able to **experience something new, or building the confidence to do something they haven't been able to do before really gives them a boost.**

One of the nicest things is watching the friendships develop, as it gives the opportunity for the service users to meet each other. They look forward to seeing each other at the next meet-up and will often ask for one another. This is what makes running the activities so meaningful – **being able to provide these opportunities and know that you've improved someone's day or week for the better.**

Gateway has been able to secure **more funding to go towards being able to keep running activities and I am looking forward to planning another year of adventures for everyone!**



The Green Loch



Cromarty



Dundreggan

## A BIG THANK YOU TO OUR SUPPORT STAFF

Thank you to the support staff who have been a massive help when it comes to driving, helping out with the logistics or assisting with supervising when there has been a big group. It not only helps me, but it helps our service users – so thank you. I hope to see all your faces again in 2024!

Thank you all once again – Belinda Johnstone, Activities Co-ordinator

Thank you :)



# THE GATEWAY GANG!



A couple of years ago Chestnut Cottage and the Bungalow residents started a music group on a Wednesday night.

It started off small, with both houses joining together in Chestnut Cottage, but soon the residents from Heathview joined too. After getting together weekly, we were confident enough to perform in front of an audience and were booked to put on a show at Cauldeen Primary school fete. This was a real achievement for everyone involved.

When space started to become scarce in Chestnut Cottage, we decided to look for a new venue.

Soon the Gateway Gang were moving on to be bigger and better. We hired St Mary's church hall and invited our friends from other groups to come along.

Everyone enjoyed making a poster which could be handed out to friends at college, pottery, the meeting place and some other groups and events that residents attend regularly.

Following a very generous donation the 'gang' were able to purchase a wonderful range of musical instruments.

*The Gateway Gang said:* James - 'I was given a job as the doorman; I collect the money, take names and hand out receipts.'



Kenneth - 'I enjoy playing the instruments and watching people sing and dance.'

Kevin - 'My favourite thing is seeing all my friends again.'

Ian - 'I enjoy playing instruments and singing along to songs I know.'

Malcolm - 'Band practice is good fun!'

Lesley - 'Now we have the new instruments and microphones, our band is even better.'

Lilian - 'I like band practice; my favourite thing is when Brian sings a song for me.'

Brian - 'I like meeting new people.'





# A FLIGHT TO REMEMBER ★★★★★

Barry tells us about his exciting day piloting the realistic flight simulator at Ness Aviation.

Vlado, Sharon and I all went to **Ness Aviation** for the afternoon. When we arrived, we were introduced to the flying instructor. The flying instructor showed us some posters about the controls and showed us a model plane of the exact same plane we would be flying. **The instructor explained to us using the model plane how the wings of the plane worked and how to get them to fly the plane left or right.**

**The instructor then showed us into a room. I was surprised when we walked into the room as it was just like walking into the control room of a real plane.** Once in the aeroplane the flying instructor and I sat in the captain's seats and Vlado and Sharon sat in the passengers' seats.



We then got ready for take-off. **We typed our destination of Newcastle into the computer, and we took off.** While I was flying the plane, I had to make sure I was flying the plane in the centre of the flying grid. We reached Newcastle and I followed the instructions given to me from the instructor and managed to land the plane safely. **I was pleased that I got 4-star score for my landing.**

“

*I really enjoyed my day out at Ness Aviation.*

new experiences





# AN INSPIRING DAY AT THE LEDGE, INVERNESS

Luke enjoyed a positive day at the indoor climbing wall.

Luke and his trusted support worker entered the indoor Ledge climbing gym, exuding a sense of confidence that suggested they were no strangers to the sport. Chris, the gym's instructor, greeted them warmly, offering guidance and assistance with Luke's equipment. Eager to begin, Luke expressed his love for climbing with a simple, "I like doing this," before immersing himself in the activity.

Starting with the easier routes, Luke found his rhythm effortlessly, his movements fluid and assured. With Chris's expert guidance, he gradually tackled more challenging climbs, steadily ascending to greater heights with each attempt. Even when faced with the daunting 10-metre ascent, Luke approached it with a mix of anticipation and determination, pausing only briefly for a few aerobics sessions and stretches.

Throughout the dynamic one and a half hours of indoor climbing, Luke exhibited remarkable resilience and courage, confronting each

obstacle with unwavering persistence. Each new challenge was met with enthusiasm, as Luke embraced the opportunity to test his limits and push himself further.

As the session drew to a close, Luke's face radiated with a proud smile, a testament to his determination and the joy of conquering new heights. With his spirits lifted and his confidence soaring, he left The Ledge, eager to tackle whatever challenges lay ahead.

“

*Luke had a lot of fun tackling the climbing wall challenge.*





Professional Cookery students (front) Maria Ahmadulina, (back from left) Max McKeever and James Durning getting ready to prepare the next batch of Food for Families meals.



# FOOD FOR FAMILIES

## UHI INVERNESS STUDENTS COOK UP FOR A GOOD CAUSE



Students from UHI Inverness teamed up with Gateway again this winter to provide hundreds of meals for families struggling with the cost-of-living crisis.

The Professional Cookery level 4 students and their lecturer Saurav Kumar cooked **100 meals a week for three weeks as part of Gateway's Food for Families project.** This is the eighth year that UHI Inverness has supported this initiative, which began 13 years ago.

**Food for Families, a project sponsored by Gateway and Williamson Food Service, aims to help families in need across the Highlands by providing them with food and essentials over the festive season.** The meals cooked by the students are collected by the charity, frozen and then distributed through local schools and social work teams in Inverness and Ross-shire. **The project delivered around 3000 meals in total in 2023.**

The class took delivery of the ingredients on Wednesday

mornings and prepared the meals to have them ready in individual tubs for collection on Thursday afternoons.

Saurav said: **"It is our pleasure to cook for such a good cause.** The students are delighted to cook for the charity again this year because they know how much it means to the families who receive the meals. **This is also a valuable learning opportunity for them, because they get to experience the commercial mass production of meals and develop their skills."**

Professor Chris O'Neil, Principal and Chief Executive at UHI Inverness, said: "We are proud of our students for taking on this challenge and again showing their compassion and generosity. **We at UHI Inverness care about the communities around us** and we welcome the opportunity

to ease the burden for the local families who have been hit hard by the cost-of-living crisis."

Alex Gilchrist, General Manager for Gateway, said: **"We are very grateful to the students and staff at UHI Inverness for their continued support and dedication to Food for Families.** We are continuing to see a high demand for our frozen meals as more families face food poverty."

“

*Thanks to the help of our volunteers we were able to provide some relief to these families during the festive period.*





# A big welcome to our new employees

## HEAD OFFICE

Lorraine Nesbitt  
Paige Christie

## OUTREACH

Andrea Rae  
Donna MacLeod  
Kat Anderson  
Callum Kitching  
Quintin Martin  
Abigail McCann

## THISTLE HOUSE

Denise McLintock  
Tracey MacLeod  
Jamie Hall

## PLANEFIELD

Sainey Drammeh  
Laura Jackson

## ACAIR HOUSE

Amanda Blackburn

## CHESTNUT COTTAGE AND THE BUNGALOW

Adam Goemans  
Beckie McHarg

## CARE AT HOME

Natasha Erlam –  
**Administrator**  
Fanta Jallow  
Kirstie Johnston  
Ciara Joyce  
Ava Challinor  
Eva Marfoldi  
Laura Nicol  
Diana Tiut  
Michelle McCombe  
Nicola Graham

## GAIRLOCH CARE AT HOME TEAM

Donna Clarke

## SPECIALISED OVERNIGHT SERVICE

Karolina Przeliorz

## ENHANCED RESPONDER SERVICE

Evita Kalinka  
Karolina Wojciechowska

## RELIEF

Matthew Ross  
Elaine Murray  
Aleksandra Olejnik  
Margaret Young  
Anna Marsh



At **Gateway** our goal is to **support vulnerable people** in our **community**. We provide a range of high-quality services and activities that improve the well-being of the people we support.

**Gateway started back in 1998** when the Highland Homeless at Christmas Trust was founded to provide shelter for folk who were sleeping rough on the streets of Inverness. The service was provided by volunteers providing shelter and respite from inclement weather over the winter months.

Over the coming years we have grown significantly to become recognised as one of **the main supported accommodation and support providers in Highland**. Our services can now be accessed in **Highland, Easter Ross** and **Wester Ross**.

**Gateway**, a registered charity, now works with as many clients as 150 at any one time, providing supported accommodation to 49 vulnerable adults and supporting an average of 100 people in their own homes with a varying range of support needs. **We aim to promote independent living for everyone that we support, either in their own homes or to move on from our supported accommodations to their own tenancies.**

While our mainstream work has been in housing support services, we have over the past few years expanded our scope to offer **holistic services** to **vulnerable adults aged from 16 to 85**.

## Our Care and Support services include:

- Outreach Housing Support
- Outreach Care Support/Care at Home
- Supported Accommodations
- Overnight Care at Home Service (SOS)
- Waking Night Responder Service (WNRS)
- Enhanced Response Service (ERS)
- Self-Directed Support
- Gateway2Good Health
- Food for Families

Referral process for all of our services is  
easy – just contact us on **01463 718693**  
**referrals@homelesstrust.org.uk**  
or pop in to our offices at **57 Church Street, Inverness**