



Press Release

Immediate Release

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Lockerbie Care Services Rated 'Very Good' by Care Inspectorate

Two care services in Lockerbie are celebrating after The Care Inspectorate praised the "warm, gentle and encouraging" manner of staff which ensured residents received the care they deserve.

Located in Lockerbie, Trinity Lodge and Trinity House are specialist residential services offering care and support for adults with learning disabilities and complex needs. They are part of the Cygnets Social Care division.

The unannounced inspection took place between 21 – 24 March and focused on two of the five Quality Inspection Framework evaluations – 'How well do we support people's wellbeing?' and 'How good is our staff team?'

Following the inspection they were rated as '5 – Very Good' in both areas.

Inspectors from The Care Inspectorate praised the services, with key highlights being the 'flexible and personal' care, the connections made with the local community, the positive communication with carers, activities being tailored to people's individual interests and abilities and that the staff team knew people they supported very well.

The report read: "Staff interactions with people were warm, gentle and encouraging. The home had a welcoming and friendly atmosphere. Staff treated people with dignity and respect and were focussed on achieving the best outcomes for the people they were caring for.

"Care was delivered at a pace suitable for each person. Staff worked hard to create a positive environment which helped to contribute to people feeling safe and valued."

As part of the inspection, inspectors met with residents at the homes who shared feedback about how much their health had improved due to the support they had received. They also spoke with carers, staff members and visiting professionals. Comments were very complimentary and included;

- "I like living here, the staff are friendly."
- "I love my walks everyday".

- "[Person supported] receives outstanding person-centred quality care in the service."
- "Staff are very professional and caring people. Feels like they all enjoy working with the people they care for".
- "Staff at Trinity House provide high-quality, person-centred care, ensuring individuals' well-being, safety, and continued development through proactive and structured support."

Praising the quality of staffing, inspectors also noted: "Staff we spoke with were committed, flexible and dedicated to providing the best possible service to the people they supported. It was evident that staff had a real commitment to providing support to people they work with.

"People were supported by staff who knew them well and had a good understanding of their needs, some of which were complex. This meant that staff were able to identify and respond quickly to any changes in people's health." Service manager Lorraine Platt said she was delighted with the outcome of the inspection.

She added: "I am incredibly proud of the team and the outstanding work they do every day. The report reflects the passion, dedication and care the staff put into supporting each individual at Trinity Lodge and Trinity House to live a fulfilled life.

"I am particularly thrilled that the inspectors recognised the warm, person-centred environment we have here and how the professionalism, warmth and empathy of the staff team contribute towards that.

"It is wonderful to see the inspectors recognise how well we know the individuals we support, and how personal and tailored our care is to their interests, needs and aspirations. Building strong, positive relationships – not just within our homes, but also with families, carers, professionals and the wider community – is at the heart of everything we do.

"This feedback means so much to us because it reflects the safe, welcoming environment we strive to create, where every person feels valued, respected and supported to live their best life. I want to thank our amazing team, the individuals we support, and their families for making Trinity Lodge and Trinity House such a special place."