

# Trinity House Care Home Service

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Lockerbie  
DG11 2DS

Telephone: 01576 204 676

**Type of inspection:**  
Unannounced

**Completed on:**  
26 February 2026

**Service provided by:**  
Cygnet (OE) Limited

**Service provider number:**  
SP2011011694

**Service no:**  
CS2013318503

## About the service

Trinity House is registered as a care home to provide care and support to 19 people with a learning disability. The provider is Cygnet (OE) Limited. The service is located in the town of Lockerbie; where there is easy access to local amenities. Support is provided over two sites.

The main house has a bungalow next to it and a pleasant sensory garden to the side. There are 11 en suite bedrooms in the main house. The bungalow has 2 en suite bedrooms and its own lounge and kitchen. The house is spacious and homely with a large sitting room, an adjacent conservatory, dining room and additional kitchen used for activities.

Trinity Lodge supports six individuals in two single occupancy flats and four en suite bedrooms with communal living space. Bedrooms are located on the first floor and the facilities include a communal and quiet lounge, dining room, kitchen, accessible bathroom and a shared garden with seating and space for outdoor activities. A café is operated three days week offering support and training to people in the service and the wider community.

Support is individually tailored to meet the assessed needs of people, and people have on-site access to professionals from psychology, occupational therapy and speech and language therapists.

There was 19 people supported by the service during the inspection visit.

## About the inspection

This was an unannounced inspection which took place between 08:15 and 17:30 on 24 -26 February 2026. One inspector carried out the inspection.

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 throughout the inspection year.

To inform our evaluation we:

- spoke with 11 people using the service and three of their relatives
- spoke with 16 staff members and management
- received feedback from four visiting professionals
- observed practice and daily life
- reviewed documents
- Reviewed questionnaires returned to us from three people supported in the home.

**Key messages**

- Staff delivered warm and respectful care and support.
- People were supported to achieve positive and meaningful outcomes.
- People's health needs were effectively monitored and well-managed.
- People regularly took part in meaningful, engaging activities.
- Care was delivered by a consistent and stable staff team.
- Staffing was well-planned, adaptable and responsive to need.

**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 staff team?	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.

People experienced warm and respectful interactions from staff who demonstrated a strong understanding of individual needs, preferences and routines. Throughout the inspection, people appeared comfortable, engaged and well-connected with those supporting them. Staff values were consistently evident and contributed to a positive, caring culture.

Some of the comments we received from people supported included:

"I am very happy living here."

"Staff are all good."

"I like to be out and about as much as possible."

"Going to Carlisle college has been great."

People were supported to maintain important relationships with families and relatives, with staff offering practical help to enable visits and participation in family events. Comments from relatives included:

"The service gives us great confidence and reassurance. Staff are kind, calm, and considerate, and we couldn't praise them more highly."

"Staff understand my relative's needs without the need to contact the family. Communication has been consistently very good."

People benefited from a wide range of meaningful activities, both individually and in groups, and were included within their local community. Activities such as sports groups, college attendance, drama group and community clubs were well-recorded, photographed and celebrated. The recently opened café had provided valuable opportunities for skills development and work experience, and was well-received by the local community.

People benefited from structured communication approaches including visual tools and personalised timetables which helped them express choices and influence daily routines. Outings and community participation were planned around individual interests, supported by the service's transport.

Some individuals had complex physical and emotional needs. We observed effective practice that improved wellbeing, including enhanced communication, support to express views and reduced episodes of stress and distress. People benefited from onsite access to psychology, occupational therapy and speech and language therapy. These professionals contributed meaningfully to assessments, communication strategies and activity planning.

Staff demonstrated strong knowledge of specific health conditions and had completed relevant training to support safe and consistent practice. This contributed to coordinated, responsive care, particularly for people with changing or complex needs, and helped ensure their health and wellbeing were promoted effectively.

Medication systems were overall well-managed, with audits and recording practices of a consistently good standard. Protocols sampled for 'as required' prescribed medication were clear, and staff monitored and documented effectiveness to ensure treatment remained appropriate and safe.

Support plans sampled were person-centred, up-to-date and aligned with outcomes, risk assessments and legal requirements. People's health information and hospital passports were in place and were being updated, where required, to support safe transitions and coordinated healthcare.

People had opportunities to express their views through regular meetings and surveys, and work had begun to support people to exercise their right to vote. Staff were confident in adult protection procedures and concerns were appropriately escalated.

Since the last inspection, the service had effectively managed several challenges while maintaining a strong focus on people's outcomes. As a result, people continued to experience high quality, person-centred care that supported their wellbeing, promoted stability and enabled positive daily experiences.

## How good is our staff team?

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.

Feedback from people using the service, relatives and external professionals was very complimentary and reflected strong confidence in staff competence, reliability and the quality of relationships built. One professional told us: "My experience of working alongside the staff at Trinity House/Lodge has been extremely positive."

Staffing arrangements supported positive experiences and outcomes for people. Staff consistently reported feeling well-supported within the service and wider organisation and spoke positively about teamwork and shared commitment to delivering high quality care.

The management team undertook weekly and monthly assessments of staffing requirements using the provider's own staffing assessment tool. Staffing levels were primarily based on assessed and commissioned support hours and were reviewed regularly to ensure safe and effective care aligned with people's needs. Staff described colleagues as flexible and cooperative, and demonstrated a strong team ethos in supporting community participation and covering short notice absences to maintain continuity of care.

Staff wellbeing was clearly prioritised within the service. Staff consistently described the management team as approachable, supportive and responsive to both professional and personal matters. The provider ensured staff had access to a range of wellbeing supports, including external services that people could use if, and when, needed.

Safe staff recruitment procedures were followed with a centralised processes and local interview arrangements. Records sampled demonstrated compliance with safer recruitment standards. New staff completed a structured induction and probation period, incorporating mandatory training, shadowing and time given to new staff to become familiar with people's needs.

A blended approach for staff learning was in place, with online modules and face-to-face development opportunities. Training records were maintained and monitored, and staff were supported to achieve required qualifications including SVQ awards. Staff champion roles were encouraged to support skills development and leadership within the team. A service-wide staff training and development plan was in operation and reviewed regularly.

Staff supervision, practice observations and annual appraisals were completed consistently. The staff consistently described supervision as being reflective and helpful. Effective communication systems were evident in the service, including daily handovers, team meetings, and regular organisational updates. Appropriate monitoring of staff professional registrations by the management team ensured ongoing compliance.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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