

Ranaich House Care Home Service

Leewood Road
Dunblane
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Telephone: 01786 823 694

Type of inspection:
Unannounced

Completed on:
2 March 2026

Service provided by:
Cygnet (OE) Limited

Service provider number:
SP2011011694

Service no:
CS2013318502

About the service

Ranaich House is a care home service for adults with learning disabilities, located in a residential area of Dunblane. The service is registered to provide care and support for up to 14 adults. At the time of this inspection, 13 people were living in the home.

The property is set over three floors, with bedrooms located on the upper two levels. Each bedroom has en suite shower room facilities and communal bathing facilities are available to suit individual preference. There is lift access to the upper floors.

The home is well maintained and benefits from shared social and dining areas, skills kitchen and sensory room. The surrounding garden grounds are spacious, well kept, and used for purposeful activities. The location provides good access to public transport and local community facilities.

The service is managed by a full time registered manager who is based within the home. The management structure also includes a deputy manager, nursing staff, multi-disciplinary professional team, and support workers who provide day to day care and support.

The provider of the service is Cygnet (OE) Limited.

About the inspection

This was an un-announced inspection which took place between 25 to 26 February 2026. The inspection was carried out by an inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included registration information, previous inspection findings, and information submitted to us by the service. In making our evaluations of the service we:

- met informally with people living in the home to gain an understanding of their daily experiences
- spoke with the leadership team, registered manager, deputy manager, nursing staff and support workers
- observed practice and daily routines within the home gathered feedback from family members and professional involved in peoples care and support
- sampled a range of health and medication related documentation reviewed a selection of personal plans and associated records
- examined staffing levels, staff deployment, and training records
- reviewed the service's quality assurance systems and monitoring processes.

Key messages

- Leaders and staff demonstrated excellent values that promoted dignity, respect, and positive experiences for people.
- People experienced positive health and wellbeing outcomes, supported by effective monitoring and responsive care.
- Care was provided in a way which supports people to meet their aspirations and goals.
- Staffing levels were excellent, and staff worked collaboratively to provide outstanding person-led support.
- The service is creative in their approaches and support people to build their skills, confidence and overcome adversity.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| How good is our setting? | 5 - Very Good |
| How well is our care and support planned? | 6 - Excellent |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We made an overall evaluation of excellent for this key question as service performance supported experiences and outcomes for people which were of outstandingly high quality.

The service demonstrated a strong and consistent commitment to promoting excellent outcomes for people's health and wellbeing. Alongside this, there was a clear focus on enabling joyful, meaningful, and fulfilling experiences, which contributed to an uplifting and positive atmosphere throughout the home.

Leaders and staff consistently offered a culture of inclusion, compassionate support and strived to make people feel safe and confident. The values of the service were integrated into how support was assessed and delivered. People were actively supported to increase their independence, learn new skills and share their goals and aspirations. People were offered excellent support which ensured they had an active, fulfilling life. This meant people were enabled to get the most out of life in a way where their potential was celebrated.

Interactions between people and staff were warm, kind and informed by an exceptional awareness of each person's needs, preferences and support strategies. People shared that they felt safe and happy with the care they received. Staff demonstrated outstanding skill in adapting their communication and support style to suit each person. This meant that people were truly seen and understood as individuals, resulting in an increased sense of wellbeing and trust in the care and support they received.

People shared insight into how they have grown in confidence and self-esteem since living in the service. For some people this has resulted from support they received to overcome adversity and trauma from past experiences. People shared their feelings as follows:

"I love it here, [staff] help me. I am happy".

"This is my forever home; I am safe here".

"I have friends here. I go out and enjoy everything. I can do so much now. [Staff] help me to feel brave, I'm not scared now".

The service employed specialist health professionals - such as a psychiatrist, psychologist, speech and language therapist and occupational therapist. This unique in-service team meant people had specialist input as they needed it. Such bespoke professional input creates innovative and exceptional approaches to how care was planned. Ensuring maximum therapeutic benefit for each person. This created remarkable outcomes such as - reduction in hospital admissions and development of personalised support strategies which maximised wellbeing, reduce risks and enhance people's sense of safety.

People were involved in making informed choices about their health and wellbeing. Staff carefully supported people to make choices about healthy lifestyles, including addressing past addiction issues, smoking cessation and dietary changes. Support for health and wellbeing was delivered with a trauma informed approach. Staff demonstrated exceptional skill and care in how they respected peoples past adversities. This pro-active and sensitive approach to health and wellbeing had resulted in excellent outcomes such as improved access to health screening, less stress and distress and increased self-esteem.

Medication support was delivered in line with best practice guidance. People were included in decision making and where possible people were involved in self-administering their own medication. This meant people were supported to feel included in decisions regarding their healthcare.

Social inclusion and meaningful connections were at the heart of the service. Family members shared the positive feedback supporting this such as:

"During my visits the staff are so welcoming, they know my [family member] so well and are responsive to their needs".

"My relative is flourishing here due to the excellent care".

"The care and support my [family member] receives is brilliant, I am so happy with this. I speak to the managers, nurses and support team regularly and I know my [family member] is safe and cared for".

Leaders and staff took great care to ensure people could build meaningful relationships. This meant people could maintain family connections and integrate into their local community in creative ways.

How good is our setting?

5 - Very Good

We made an overall evaluation of very good for this key question as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

The service had a tangible positive atmosphere within the home setting. The culture and values were infused into the fabric of the home, resulting in people being relaxed and content to be themselves.

People benefited from a warm, welcoming, homely environment. It was clear from our observations that people felt relaxed and comfortable within their home. Social spaces were well used and offered people great opportunities to connect with others, relax and enjoy mealtimes together. People also had opportunities to practice skills development such as food preparation and laundry skills. Alongside, this there was adequate space for people to have quiet time, and areas of low stimulation/sensory support. This meant the environment supported peoples social skills, emotional regulation and connection.

People had access to individualised bedroom space, with ensuite bathroom facilities. Each person had thoughtful detail evident in how their bedroom space was tailored to their preferences, and spaces were adapted to meet peoples needs and support safety.

People were involved in decision making about the use of space and development within the home. A recent example of this was residents planning the development of a new sensory room, which they could enjoy for relaxation and emotional regulation. This meant people had a sense of inclusion and achievement in developments being taken forward.

Cleanliness within the home was of a very high standard and both individual and shared spaces were well organised, clean and tidy, so people could enjoy their lives in a safe environment.

Building maintenance and development was clearly a priority, with the home being maintained to a very high standard. Maintenance records and environmental audit/development plans were evident. Good oversight and positive leadership ensured high standards were maintained and progress with developments was achieved.

Sensory and communication aids were creatively used throughout the service. This included boards with auditory buttons to support people to express issues such as illness or pain and also notice boards with auditory buttons to support people to share their views and opinions. This meant people were sensitively supported with wayfinding, expression and inclusion.

The outdoor environment had been thoughtfully developed to support people to use the garden for social events, fun, gardening and relaxation. People had access to outdoor activities for sensory regulation through trampolining and swings, which is an evidence-based way for people to release and receive positive sensory feedback. This meant people had accessible outdoor space which enhanced their emotional wellbeing.

How well is our care and support planned?

6 - Excellent

We made an overall evaluation of excellent for this key question as service performance supported experiences and outcomes for people which were of outstandingly high quality.

Care assessment and planning were developed in a thoughtful and respectful manner. Care plans were written from a strengths-based perspective, which celebrated and described who people are, what they enjoy doing and what matters most to them.

Support needs were explained clearly in a way that enables staff to support the whole person in a kind, compassionate manner. Risk assessments were enabling and positive risk taking was encouraged, with clear safety planning and skills development informing all strategies. This meant that care and support was offered in a manner that maximises peoples potential to have an active, engaged and safe life.

Opportunities to experience joy, fulfilment and emotional connection were threaded throughout peoples care planning in an excellent manner. Support was then offered individually and through group experiences to promote choice and inclusion. People were offered a sense of purpose through varied experiences, including access to educational environments and work experience where this was part of someone's goals and aspirations.

Plans were reviewed in a detailed manner with real evidence of person led assessment, meaning that people could share what is working well for them and what aspects of their lives they would like to develop. This had included people building the skills to move into their own accommodation with support. This meant that outcomes for people could change and adapt as they grew and developed. External professionals have shared positive feedback supporting this such as:

"All staff clearly know the people they work with and support them in all aspects of their daily living. The positive interactions with staff can be seen at every visit and when taking part in other activities such as putting on a show".

"The staff have demonstrated that they are very committed, work to increase client's life skills and community access whilst managing complex behaviours and risks. My client has come on leaps and bounds since moving to Ranaich House".

There was clear multi-disciplinary co-production of assessments and care planning across the leadership, support staff and professional teams. This resulted in plans which covered health and wellbeing needs in a clear and multi-faceted manner. Plans had an excellent level of detailed information, with development of behavioural support strategies which were both strengths based and trauma informed.

Use of language was positive and affirming. Personal plans reflected people's rights, choices and wishes. Where people were not able fully to express their wishes and preferences, individuals who were important to them, or have legal authority, were involved in shaping and directing the care and support plans. Advocacy support has been sought where appropriate. This meant that people's life experiences were respected and their connections, goals and aspirations were valued.

Innovative approaches to sharing peoples voice and allowing people a sense of personal inclusion in their care planning added excellent value to people's plans. Use of QR codes with videos of supported people was an outstanding and creative way to include people. Videos either displayed people talking about what was important for them or showing clips of how people liked to engage in activities. This is an area of care planning which will continue to be developed and will enhance practice further. This creative use of technology meant that people were involved in directing and leading their own care and support.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

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| How well do we support people's wellbeing? | 6 - Excellent |
| 1.3 People's health and wellbeing benefits from their care and support | 6 - Excellent |
| How good is our setting? | 5 - Very Good |
| 4.1 People experience high quality facilities | 5 - Very Good |
| How well is our care and support planned? | 6 - Excellent |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 6 - Excellent |

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