



Press Release

Immediate Release

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Dundee Care Service Shortlisted for National Award

A social care service in Dundee which supports two men with severe learning disabilities has been shortlisted for a national award in recognition of the life-changing care provided.

Lindsay House, part of the Cygnet Social Care division in Dundee, has been nominated in the Specialist Service of the Year category at this year's Scottish Care Home Awards.

Scottish Care will be hosting the 20th consecutive National Care Home Awards on Friday 15 November at the Hilton Hotel, Glasgow. The event honours excellence in Scotland's independent care home sector. The Specialist Service of the Year will be awarded to individuals and teams who go above and beyond to provide high-quality care and support to residents.

Lindsay House Manager Anna-Marie Bean (Annie) explained: "I am absolutely over the moon that the service has been shortlisted for an award. We have the privilege here of supporting two young men within Lindsay House and seeing them every day, and the difference the dedicated team make, is reward enough for the job that we do.

"It is completely overwhelming that we have been recognised in this way. Everybody at Cygnet Social Care is delighted."

The two apartments at Lindsay House each have their own front door, lounge and personalised en-suite bedroom, as well as a kitchen to support learning independent living skills and a shared private garden. The residents are supported to access community amenities, including leisure centres, social clubs, shops, colleges, and work placement settings. Each resident has their own individual activity plan, which is created based on their likes and hobbies.

Annie explained: "Lindsay House was designed and built for one of our residents as he had been living in England for over 11 years as there had been no suitable place in Scotland for him to return to, due to his challenging behaviours.

"He is nonverbal and had very little communication skills and understanding when he first arrived. As a result of the team's hard work and dedication to their roles, he is

now able to verbalise some of his needs and uses clear communication strategies. He is now able to independently take care of his personal care needs and can make his own breakfast and cup of tea.

"He takes part in a full range of activities such as bowling, swimming, getting public transport, all of which he had never been able to do before moving to Lindsay House. He will meet up with the whole family for special occasions. His family have all said that they cannot believe the difference in him, how happy and content he is, and that they feel that the family is finally complete.

"Since moving to Lindsay House, his personality has really come to life. It's privilege to be a part of this transformation."

Describing the care at Lindsay House, Annie said: "One of the things that makes Lindsay House work well for both residents, is that there is genuine care and compassion between the staff team and the men that we support.

"For example when you walk into one of their flats after a few days off and one of the residents says "I've missed you", it makes you feel like he is safe and happy and that he reciprocates that care and trust in you.

"When they see you and their faces just light up and the smile they give you has the most warmth and expressive emotion behind it, it completely brightens up your day.

"With our residents being nonverbal, the expressive emotion means so much more.

"We are proud to celebrate the progress and achievements that both of our residents have made over the years and the team are extremely proud to be part of their journey."

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