



Press Release

Immediate Release

16 September 2025

Ellen Mhor Rated 'Very Good' By Care Inspectorate Scotland

A residential care service in Dundee has been praised for its compassionate care, homely environment and dedicated staff after receiving 'Very Good' ratings in every area of its latest Care Inspectorate Scotland inspection.

The unannounced inspection on Ellen Mhor, a Cygnet Social Care service, carried out on 12 and 13 August saw inspectors speak directly with residents, staff, families and professionals.

People living at the Dundee service, which supports adults with learning disabilities, told inspectors they felt safe, supported and happy. One resident proudly shared, "I love my room, it's very pretty", while one family member commented, "I can't fault the care and support my relative receives." Feedback from external professionals consistently described the care and support as excellent.

The service, located on Ellen Street, supports up to 12 adults living with learning disabilities and complex needs, including those with an autistic spectrum condition. Inspectors noted "significant strengths in aspects of the care provided and how these supported positive outcomes for people."

The service was rated 5 – Very Good for how well it supports people's wellbeing. Inspectors observed that: "People were supported by staff who knew them well and treated them with compassion, dignity, and respect.

"The team were supported by a competent management team and people received a high standard of personal care and support.

"People were recognised as individuals, and they were encouraged to exercise their skills and abilities."

Staff communication was a particular strength, with inspectors praising the use of Makaton, customised sign and symbol cards, and Talking Mats to ensure residents' voices were heard. Residents also had access to speech and language therapy, with initiatives such as a singing and signing group helping people build confidence and communication skills.

Innovative tools such as the "What Hurts" interactive symbol board helped residents identify pain, ensuring timely medical support. Inspectors also noted that the service's own multidisciplinary team regularly reviewed and adapted care plans to support residents' health and wellbeing.

The report praised Ellen Mhor's use of Positive Behaviour Support (PBS), stating: "There was a clear strategy for the service to use the least restrictive practices for the least amount of time." Staff were commended for their proactive and sensitive approach, using debriefing tools and only intervening when absolutely necessary, enabling residents to enjoy more constructive and relaxing activities.

Mealtimes were highlighted as structured yet flexible, allowing people to prepare their own meals and eat at times and places of their choosing. Residents described the food as "very good."

Monthly house meetings, supported by independent advocacy, gave residents opportunities to share ideas and concerns. Inspectors noted: "We were impressed to see that these were actioned in a good time frame."

Transitions into or between services were also carefully managed. The report highlighted that changes were planned "at people's own pace, with the right professionals."

The service also received a 5 - Very Good rating in response to "How good is our setting?" Inspectors praised the well-maintained environment, stating: "The service provided a welcoming and clean environment which felt very homely."

Residents' bedrooms were found to be highly personalised and residents were involved in personalising rooms to ensure comfort and familiarity. Residents also had access to their rooms with their own keys, offering privacy and independence.

Communal areas were described as "bright and engaging", decorated with staff photos and celebrations of past events. Outdoor spaces included a barbecue patio, pool, trampoline and event area, with activities frequently organised in line with residents' interests.

The report read: "It was clear that people enjoyed the activities on offer and appreciated the support made available to help them connect with loved ones and the wider community."

"There was clear evidence of one-to-one and group activities being organised within and outside the service. These took account of personal interests and aspirations and enabled people to maintain and build connections within their community. We saw people accessing a wide range of activities throughout our inspection."

The service's high standards of cleanliness, robust infection prevention, and the presence of an on-site maintenance operative were also noted as strengths.

Service Manager Lori Sutherland said: "I could not be prouder of how far Ellen Mhor has come. This achievement is a true reflection of the incredible hard work,

commitment and compassion shown by every single member of our team. It proves that dedication really does make a difference, and that the care we provide is being recognised at the highest level.

"For us though, the real success lies in ensuring that every individual who calls Ellen Mhor home feels valued, respected and supported to live life to the fullest. Our aim has always been to provide the highest standards of person-centred care, where residents and their families are fully involved in decisions, voices are heard and choices are celebrated.

"This inspection outcome is not the end of our journey, but a stepping stone, and we will continue to grow, learn and strive for even greater things together. I am so proud of our team and grateful to our residents and families who inspire us every single day."