



Press Release

Immediate Release

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Double Celebration for Trinity House and Lodge in Scottish Care Awards

A Lockerbie care service which supports adults with learning disabilities is celebrating a double shortlisting success at the upcoming Scottish Care Awards 2025 - Care Home of the Year and Specialist Service of the Year.

Trinity Lodge is based on Townhead Street, Lockerbie, and Trinity House is located on Carlisle Street. Both are specialist residential services operated by Cygnet Social Care, supporting adults with learning disabilities and complex needs.

Cygnet Social Care is delighted to announce the services have been shortlisted in two categories at the upcoming Scottish Care Awards 2025 - Care Home of the Year and Specialist Service of the Year – in recognition of their support to residents through initiatives like a social enterprise café and bespoke educational partnerships.

A standout feature of the service is Hartnell's Café, the team's first social enterprise venture in Scotland.

The café provides meaningful voluntary opportunities for residents who take on roles including greeting customers, preparing food, serving drinks, and handling money. These experiences allow individuals with learning disabilities to develop vital employment skills, like customer service, food hygiene, and money management, while also boosting self-confidence and independence. Roles are tailored to individual strengths and preferences such as quieter shifts are available for those who find noise challenging, ensuring inclusion for everyone.

The service prides itself on its strong community partnerships through the café, named in honour of a former resident. Weekly "hub nights" at the café welcome the local community, including elderly residents from nearby care homes, for social activities such as crafts, games, bingo, and dancing. These interactions help build confidence, develop social skills, and foster meaningful relationships between residents and their neighbours.

Education initiatives have been life-changing for residents. The service has worked with Carlisle College to create a bespoke course tailored for people with learning disabilities, with seven residents currently enrolled. Families often share how these opportunities have given their loved ones "a new lease of life" and a sense of

purpose they never thought possible. It has also collaborated with South West Scotland University, offering nursing students placements at Trinity House.

Trinity House's strong community spirit and inclusive culture have earned consistent praise from families, professionals, and inspectors alike. The Care Inspectorate has recognised the service's "significant strengths" and "outstanding interactions," awarding them excellent grades for their high-quality, person-centred support.

Lorraine Platt, Service Manager, said she was incredibly proud of the team for this recognition.

She added: "Whether through education, creative projects, or social inclusion, Trinity House and Lodge ensures each person is supported to live their very best life. This commitment has earned us a reputation for excellence with families, professionals, and inspectors alike.

"What makes us unique is our ability to deliver truly person-centred care in a vibrant, inclusive environment where every voice matters. Our dedicated team combines innovation, compassion, and professionalism to create opportunities for growth, friendship, and independence."

She expressed her pride in her team for the difference they make on a daily basis.

She said: "Our staff team is our greatest strength, they consistently demonstrate creativity, resilience, and genuine care. This positive, supportive culture ensures staff feel valued, which in turn translates to exceptional outcomes for our residents. One parent shared that, thanks to our team, she can now simply "be mum," enjoying quality time with her son instead of constantly taking on a carer role. Our staff personalised his bedroom and garden with his favourite characters, creating a home where he feels truly valued and understood.

"Our culture of excellence is underpinned by strong teamwork and a focus on staff wellbeing, ensuring our team remains motivated and supported to deliver the highest standards of care. At Trinity, every action, initiative, and relationship reflects our mission, which is to help every individual live their very best life."

The Scottish Care Awards celebrate outstanding achievements in care and support services across Scotland, recognising teams and individuals who deliver excellence, innovation, and compassion in their work.

The awards ceremony will take place on Friday 14 November 2025 at the Hilton Hotel, Glasgow, celebrating excellence across Scotland's independent care sector.