



Press Release

Immediate Release

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Trinity House rated 'Very Good' by Care Inspectorate Scotland

A Cygnet Social Care service in Lockerbie is celebrating after receiving a 'Very Good' rating following its latest inspection with relatives saying they "couldn't praise the service any more highly".

Trinity House was assessed by the Care Inspectorate Scotland, achieving a score of 5 - 'Very Good' - for both how well it supports people's wellbeing and the quality of its staff team.

Inspectors highlighted a number of key strengths across the Carlisle Road service, including the delivery of "warm and respectful care and support", a consistent and stable staff team, and a focus on helping people achieve "positive and meaningful outcomes".

The report read: "People experienced warm and respectful interactions from staff who demonstrated a strong understanding of individual needs, preferences and routines."

Inspectors added: "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."

Feedback from people supported at Trinity House was overwhelmingly positive. One person said: "I am very happy living here," while another commented: "Staff are all good." Others highlighted the importance of opportunities available to them, with one person adding: "I like to be out and about as much as possible," and another noting: "Going to Carlisle college has been great."

Relatives also praised the service highly. One said: "The service gives us great confidence and reassurance. Staff are kind, calm, and considerate, and we couldn't praise them more highly." Another added: "Staff understand my relative's needs without the need to contact the family. Communication has been consistently very good."

Inspectors recognised the service's community focus, noting that people regularly took part in a wide range of meaningful and engaging activities, including sports groups, college placements, drama and community clubs.

The report read: "People benefited from a wide range of meaningful activities, both individually and in groups, and were included within their local community."

The inspection also highlighted the positive impact of the recently opened Hartnells Café, a community café run by the residents. The residents take orders, serve customers, and handle transactions, gaining hands-on experience in a supportive environment. Inspectors said the café "had provided valuable opportunities for skills development and work experience, and was well-received by the local community."

Staff knowledge and training were also commended, particularly in supporting people with complex or changing health needs. Inspectors said: "Staff demonstrated strong knowledge of specific health conditions and had completed relevant training to support safe and consistent practice."

The report concluded: "We found significant strengths in aspects of the care provided and how these supported positive outcomes for people."

Lorraine Platt, Manager at Trinity House, said: "We are absolutely delighted with this inspection result and incredibly proud of our whole team.

"At Trinity House, we are committed to supporting people to live fulfilling, meaningful lives, and it is wonderful to see that recognised by inspectors, as well as in the feedback from the people we support and their families.

"We are especially pleased that our strong community links and initiatives like Hartnells Café have been highlighted. These opportunities are so important in helping people build skills, confidence and independence.

"I would like to thank our staff team for their continued hard work, and the people we support and their families for their trust and feedback, which helps us continue to improve and grow."

The inspection also found that staff felt well-supported within the service, with a good sense of teamwork and a shared commitment to delivering high-quality care. Inspectors noted that staff wellbeing was prioritised, with management described as "approachable, supportive and responsive".

Feedback from external professionals further reinforced the positive findings, with one stating: "My experience of working alongside the staff at Trinity House/Lodge has been extremely positive."