



Press Release

Immediate Release

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### **Ranaich House Praised for 'Excellent' outcomes in Care Inspectorate Scotland report**

A specialist social care service in Dunblane has been praised for delivering "excellent" outcomes and creating an "uplifting and positive" atmosphere following an inspection from Care Inspectorate Scotland.

Ranaich House, part of Cygnet Social Care, on Leewood Road, achieved top marks of '6 - Excellent' for how well people's wellbeing is supported and how care is planned, together with '5 - Very Good' for how good the setting is.

The positive findings were echoed by residents and their families, who shared powerful feedback to inspectors about the difference the service has made to their lives. One resident said: "I love it here, [staff] help me. I am happy." Another added: "This is my forever home; I am safe here."

A third resident shared: "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". Family members also praised the quality of care and support with one sharing "My relative is flourishing here due to the excellent care."

The Care Inspectorate highlighted the service's strong, values-driven culture and its consistent focus on delivering positive outcomes.

The report read: "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 were recognised for creating an inclusive, compassionate environment where people feel safe, respected and empowered.

Inspectors said: "Leaders and staff consistently offered a culture of inclusion, compassionate support and strived to make people feel safe and confident.

"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.”

The report also highlighted the exceptional quality of interactions between staff and residents.

Inspectors said: “Interactions between people and staff were warm, kind and informed by an exceptional awareness of each person's needs, preferences and support strategies.

“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.”

Staff were praised for their skill and sensitivity in supporting individuals to overcome past adversity, contributing to “improved wellbeing, increased self-esteem and reduced distress.”

Social inclusion and meaningful relationships were found to be central to life at Ranaich House, with people supported to maintain family connections and engage with their local community.

The environment itself was also recognised as a key strength with inspectors noting how “people benefited from a warm, welcoming, homely environment.” They added that “the culture and values were infused into the fabric of the home, resulting in people being relaxed and content to be themselves.”

Deputy manager Robyn Burns said: “We are incredibly proud of this report and the recognition it gives to our dedicated team. At Ranaich House, we are passionate about supporting people to live meaningful, fulfilling lives and to feel safe, valued and respected every day. It is especially rewarding to see the positive feedback from the people we support and their families, and to know that our approach is helping individuals grow in confidence, develop independence and achieve their goals.

“Overall, the inspection showcases Ranaich House as a service where people are supported to thrive, build confidence and enjoy a high quality of life through compassionate, person-led care.”