

Trinity House Care Home Service

Trinity Lodge
Townhead Street
Lockerbie
DG11 2AG

Telephone: 01576 204676

Type of inspection:
Unannounced

Completed on:
25 March 2025

Service provided by:
Cygnet (OE) Limited

Service provider number:
SP2011011694

Service no:
CS2013318503

About the service

Trinity House is registered as a Care Home to provide care and support to 19 people with a learning disability. The provider is Cygnet (OE) Limited.

The service is located in the town of Lockerbie where there is easy access to local amenities. Support is provided over two sites.

The main house has a bungalow next to it and a pleasant sensory garden to the side. There are 11 en-suite bedrooms in the main house. The bungalow has two en-suite bedrooms and its own lounge and kitchen. The house is spacious and homely with a large sitting room, an adjacent conservatory, dining room and additional kitchen used for activities.

Trinity Lodge supports six individuals in two single occupancy flats and four en-suite bedrooms with communal living space. Bedrooms are located on the first floor and the facilities include a communal and quiet lounge, a dining room, a kitchen, an accessible bathroom, a shared garden with seating and space for outdoor activities.

There was 19 people supported by the service during the inspection visit.

About the inspection

This was an unannounced inspection which took place between 21 and 24 March 2025. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 10 people using the service and five of their relatives
- spoke with 17 staff members and management
- received feedback from three visiting professionals
- observed practice and daily life
- reviewed documents
- Reviewed questionnaires/feedback returned to us from six people supported in the home, five relatives, 25 members of staff and two visiting professionals.

Key messages

- The service was very good at making sure people's care was flexible and personal to them.
- People had connections with those important to them and to their community.
- Communication with families was very good.
- Activities were tailored to people's individual interests and abilities.
- People's health needs were escalated to other health professionals when needed.
- The staff team knew people they supported very well.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff interactions with people were warm, gentle and encouraging. The home had a welcoming and friendly atmosphere. Staff treated people with dignity and respect and were focussed on achieving the best outcomes for the people they were caring for. One person supported told us: "I like living here, the staff are friendly." Care was delivered at a pace suitable for each person. Staff worked hard to create a positive environment which was also noticed by visitors to the home. This helped to contribute to people feeling safe and valued.

We saw that people participated in a range of activities both within and outwith the service and included a number of people attending college. One person supported told us "I love my walks everyday". The impact of activities on outcomes for people was reviewed and helped to identify the things that were meaningful and enjoyable, this information contributed to activity planning that was person-centred.

People were supported to keep in touch with those important to them. We heard about many opportunities for people in each house to meet with each other and to meet with friends in the community. Family contact was also well-supported helping to maintain these important links. One relative told us: "[Person supported] receives outstanding person-centred quality care in the service." Another told us, "Communication is fantastic".

People were supported by staff who knew them well and had a good understanding of their needs, some of which were complex. This meant that staff were able to identify and respond quickly to any changes in people's health.

People's healthcare needs were met by in-house nurses as well as the Cygnet employed multi-disciplinary team. Other healthcare needs were met by referral to external healthcare professionals as needed. Staff continued to advocate for people to ensure that they had equal access to health and social care services when required.

Medication records, audits and people's support plans sampled were of a good standard. Care staff liaised with GPs and the local pharmacy to ensure medication was always in place for people. Medication administration records sampled were being consistently recorded. A recent pharmacy audit carried out was very positive about the overall medication management in place.

People's support plans sampled were informative and person-centred, and gave a very good sense of the individual and how they preferred to be supported. Easy read documents were used to support people's understanding and accessibility to their support plan.

There were systems in place to review the care provided, this included daily notes, key worker summaries, care reviews and opportunities for people being supported and their relatives or guardians to give feedback. This helped ensure that people continued to receive a service that was right for them. There were appropriate risk assessments and legal documents, such as guardianship powers, to promote people's health and wellbeing.

People could be confident that staff had received training to support them in their role, this included training specific to individual needs. An example of this was that staff were trained to administer rescue medication, if required, to a person supported who had epilepsy. This meant that staff had the skills and knowledge to support people well and risks to health were managed.

We received very positive feedback about the service's professionalism, values, management team and the ability to meet people's varied care and support needs. The service was well-regarded by health and social care partners as being experienced in managing complex care needs. One visiting professional told us: "Staff at Trinity House provide high-quality, person-centred care, ensuring individuals' well-being, safety, and continued development through proactive and structured support."

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Feedback from people who used the service, relatives and professionals was very complimentary about the staff who provided support. Staff we spoke with were committed, flexible and dedicated to providing the best possible service to the people they supported. It was evident that staff had a real commitment to providing support to people they work with.

We received many positive comments from relatives. One relative told us of the staff "Very professional and caring people. Feels like they all enjoy working with the people they care for".

There was an overall stable workforce with some new permanent members of staff who had completed an induction, shadowing and probationary period and had settled well into the service. At the time of our visit, agency workers were needed to enhance the staff numbers, the same agency workers were being used by the service, promoting familiarity. This meant that people were being supported by staff who knew their needs and wishes well.

People could be assured that the staffing numbers and skill mix were determined by a process of continuous assessment featuring a range of measures linked to quality assurance. This was used in conjunction with the knowledge of people's needs collected from the staff and management team. This included taking account of the complexity of each person's care and support.

Staff consistently told us they felt well-supported with regular supervisions and appraisals taking place. This had helped ensure that staff had the opportunity to reflect on their practice, discuss training needs and receive constructive feedback about their performance.

People who use care services should feel confident that the staff providing their care and support have the right skills, knowledge, and experience to meet their needs. We found the management team had oversight of the staff skills, performance and professional registrations.

A blended approach is used with staff training and development, online and face-to-face training took place for the staff team. We could the staff training record was being updated when completed. Staff Champions were being encouraged in a range of areas in the home. This helped to build knowledge and skills and promoted confidence and leadership skills within the team.

Staff consistently described having good peer support and an approachable management team and said there was always someone available to talk to if they needed advice. Staff wellbeing was a focus for the service, this included a provider's wellbeing charter and a range of supports staff could access if required.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

In order to ensure people can have greater control over their medication, the option of having a suitable locked medication cabinet installed into their own room should be offered whenever possible as this is more dignified for people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "If I need help with medication, I am able to have as much control as possible" (HSCS 2.23).

This area for improvement was made on 14 July 2022.

Action taken since then

There was evidence that since the last inspection, consultations had taken place with all respective individuals and families using an easy read document to consult with people around medication storage. Seventeen of the 19 people supported, where the individual or the welfare guardian voiced consent for medication to be stored in the service's clinic areas of the home and not in medication pods in individual bedrooms. Two people supported did have medication stored in the flats in the lodge.

Storage of medication is discussed as part of the assessment of any new people and as part of transition to the service.

This area for improvement has been met.

Previous area for improvement 2

In order to ensure all areas of the house are cleaned in keeping with national guidance, a review of current schedules should take place to define daily, weekly or monthly tasks.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is secure and safe" (HSCS 5.19).

This area for improvement was made on 14 July 2022.

Action taken since then

Since the last inspection, there had been a review of the cleaning schedules. These now record the daily, weekly and monthly tasks. The records sampled were found to be in good order and consistently completed. At the time of the inspection, we could see that the staff were working hard to maintain a clean and hygienic environment in both parts of the service.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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