Response from 22 Argyll St:

Thank you for this report. We were delighted to see recognition of our commitment to delivering person‑centred care in a homely setting. And this is something we are very proud of.

22 Argyll Street is not just a care facility, it is a home and this achieves our goal, which is for residents to genuinely feel this and to feel safe, welcoming, and full of life.

Ahead of your visit, we had already started our plans to redesign the garden, and we are currently in the process of ensuring accessibility for all. This includes adding pathways, raised beds, sensory zones and seating which are being adapted so all residents can access and enjoy the garden, regardless of mobility or sensory needs. This directly reflects our commitment to ensuring the environment evolves with changing resident needs.

In our commitment to person-centred care, residents have actively participated in the design process from the outset, we hope to create a vibrant, sensory-rich garden that promotes well-being and encourages social interaction. Additionally, residents contributed to the redesign of our new kitchen, selecting themes and colours which is set to be completed by the end of July. This initiative exemplifies responsive care, as it addresses the evolving needs of residents through collaborative environmental changes.

Thank you for acknowledging the warmth, creativity, and people‑led culture we have here. We remain committed to continuous improvement and making sure that every aspect of our service feels like home, in the fullest sense.

I would be very happy for this report to be shared, as we believe our approach could provide helpful examples for other providers. We welcome the opportunity to share what works well here, and to contribute to positive practice across the sector.