

# Care Visions - Woodville House Care Home Service

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Broxburn  
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**Type of inspection:**  
Unannounced

**Completed on:**  
6 June 2024

**Service provided by:**  
Care Visions Group Limited

**Service provider number:**  
SP2003002569

**Service no:**  
CS2013321888

## About the service

Woodville House is a care home registered to care for three children and young people. The service is located in a semi-rural location near Broxburn. The provider of the service is Care Visions and the service has been registered with the Care Inspectorate since September 2014.

The property is a large, detached farmhouse set in its own grounds, with substantial outdoor space. Inside, there are two floors and each young person has their own bedroom. There is a shared bathroom, large communal areas, and space for staff to work and sleep.

At the time of our inspection there were three young people living in Woodville house.

## About the inspection

This was an unannounced inspection which took place on 30, 31 May and 3 June 2024 between 10:15 and 16:50, 08:50 and 14:30, and 09:50 and 13:45 respectively. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with three young people using the service
- spoke to six members of staff and management
- spoke to five external professionals
- spoke to one young person's relative
- received survey responses from young people, staff and external professionals
- reviewed documentation
- observed practice and daily life.

During our inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children's right to continuing care and how children and young people are being helped to understand what their right to continuing care means for them. Any requirements or areas for improvement will be highlighted in this report.

**Key messages**

- The house was welcoming, homely and had a relaxed and nurturing atmosphere.
- Young people were kept safe through a proactive and thoughtful approach to risk management.
- Young people had trustful and loving relationships with a stable and skilled group of staff.
- The service was very good at working as part of a multi-agency team and involving outside agencies to help improve people's outcomes.
- Staff were strong advocates and helped young people feel empowered.
- High priority was placed on young people's relationships with friends and family.
- The service worked hard to create positive memories for young people and recorded these in a meaningful way.

**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 children and young people's rights and wellbeing?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

## How well do we support children and young people's rights and wellbeing?

5 - Very Good

We found significant strengths that supported positive outcomes for young people, therefore we evaluated this key question as very good.

Young people living in Woodville House were kept safe, both emotionally and physically. All of the young people living in the service told us they felt safe and were listened to by staff. Staff knew their needs well and were highly responsive. Staff were extremely committed and motivated to helping young people have the best possible outcomes in life.

Young people were supported by many trusted adults who worked well together to promote their safety. External professionals were incredibly positive about communication with the service, and in the work being carried out with young people. One professional told us, "Communication has been excellent, there's a real willingness to share and listen". Young people at risk were protected through strong collaborative multi-agency working.

All young people benefitted from independent advocacy and had been supported to access legal advice when required. Advocacy had been used in a creative way to ensure young people's rights were promoted and to challenge decisions they did not agree with. Young people had powerful voices in relation to their care and support.

Care was therapeutic and provided by a stable and skilled team of staff. All staff had a very good understanding of trauma and received ongoing support and training to ensure best practice. There was clear commitment to reducing incidents of restrictive practice, and to learning from any incidents that took place. A nurturing, compassionate and trauma-responsive ethos had been embedded in the house, and young people benefitted from this approach.

Relationships between young people and staff were strong and based upon trust and understanding. There was a relaxed and homely feel to the house, with young people and staff clearly enjoying each other's company. Young people were fully involved in planning their care and made decisions about meals, activities, holidays, and décor within the house. The physical environment was well maintained and inviting, and friends and family were welcomed to the house. All of this contributed to young people feeling respected and valued.

The service was very good at promoting young people's health and wellbeing. This included seeking prompt medical care and advice when required and advocating to ensure timely assessments and interventions took place. Young people were healthy, thriving, and receiving the support they needed.

The service championed young people's right to have meaningful connections with friends and family. There were many examples of the service working sensitively and collaboratively with family members to ensure plans benefitted young people. Focused work was carried out with young people to help them develop and sustain friendships. As a result, young people had wide social networks which helped them to feel included and have a clear sense of belonging.

Young people's individual talents and interests were well promoted by a dedicated team of staff who worked hard to overcome any barriers. Young people were busy and active. There was clear commitment to helping create positive memories for young people. This had included individually tailored foreign holidays and

taking part in a range of exciting activities. Memories and achievements were collated and documented in a meaningful way, helping young people to feel valued.

High importance was placed on education, with all young people receiving individually tailored support to achieve. An external professional told us that, "The commitment they've put in to make her education a success is phenomenal". Young people were doing well in their education and were optimistic about their future.

Young people were supported to develop important life skills to equip them for adulthood. There was demonstrable commitment to young people remaining in the service until they were ready to leave. However, information on young people's rights in relation to continuing care could be made clearer (see area for improvement 1).

Care plans and risk assessments were SMART (Specific, Measurable, Achievable, Relevant and Timebound) and were used and reviewed meaningfully to help achieve identified goals and outcomes. Creative approaches were used to promote young people's involvement in planning, which helped young people feel empowered.

### Areas for improvement

1. The service should develop a continuing care policy to set out its responsibilities to provide continuing care to young people and how it will ensure that young people are aware of their right to continuing care up to the age of 21.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HCSC) which state that: "As a child or young person I feel valued, loved and secure" (HSCS 3.5) and, "My human rights are central to the organisations that support and care for me" (HSCS 4.1).

## 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

To ensure children and young people's rights, views and choices are supported, the provider should identify an independent advocacy service for all young people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that, "I am supported to use independent advocacy if I want or need this" (HSCS 2.4).

This area for improvement was made on 11 August 2022.

#### Action taken since then

All three young people using the service have independent advocacy workers. We saw lots of evidence of advocacy being used in a meaningful way to improve outcomes. We considered all young people to have strong voices in relation to their views and choices.

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](http://www.careinspectorate.com).

### Detailed evaluations

How well do we support children and young people's rights and wellbeing?	5 - Very Good
7.1 Children and young people are safe, feel loved and get the most out of life	5 - Very Good

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