

# Care Visions - Duchray Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
24 October 2024

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2006121902

## About the service

Care Visions - Duchray is a care home service for children and young people. The premises consists of a single-storey cottage with a garden and parking area. There is a shared bathroom and shower, living room and kitchen-diner. The house is situated in a semi-rural area about two miles from the centre of Stirling, which has a range of shops and community facilities.

## About the inspection

This was an unannounced inspection which took place on 14 and 15 October 2024. Visits took place between 12:15 and 18:40 and 09:05 and 13:10 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 previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with one person using the service
- spoke with five staff and managers
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

During the inspection year 2024-2025 we are inspecting against a focus area which looks at how regulated services use legislation and guidance to promote children and young people's right to continuing care, and how they 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**

- People experienced safe care. Staff were alert to risk whilst respecting people's desire for increasing autonomy and independence.
- People's positive, meaningful and stable relationships with staff were a key feature of the service and greatly enhanced their experiences.
- People received high quality support to make the most of life and develop new skills.
- The provider was committed to respecting people's right to continuing care and the benefits of a longer-term stay at Duchray in preparation for the next step into early adulthood.

**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 evaluated this key question as **very good**. This means there were major strengths in supporting positive outcomes for people living at Duchray.

Staff were alert to risk and vulnerability and took appropriate action to prevent harm, creating a safe experience for people. They found a successful balance between respect for people's rights and need for increasing autonomy, and their safeguarding responsibilities. The support people received helped them learn how to keep themselves safer. Staff provided nurturing and sensitive responses when people tested boundaries and restrictions and showed distressed behaviours. This avoided the need for physical restraint and reduced the likelihood of compromising people's dignity and physical wellbeing. Moving forward, the provider needs to ensure there are more robust systems for monitoring staff registration with professional bodies.

People benefitted from very meaningful and trusting relationships with staff. This was enhanced by increasing stability in the staff team, which added to continuity and security and an environment in which people could thrive. There was an ongoing journey towards a trauma-informed approach by a highly motivated team, underpinned by relevant training. A high level of familiarity with people's needs, preferences and challenges contributed to positive outcomes and experiences. These had measurably improved since the previous inspection and were reflected in the comments people made to us during our visits. The provider and manager had taken proactive steps to work collaboratively with the local authority and other bodies to create more momentum in planning for people's needs. This had helped create a greater sense of contentment and optimism.

This was a very comfortable and homely environment which reflected a respectful ethos and people's personal preferences. People were listened to and exercised choice in many areas of their lives. They also had access to advocacy to ensure their views about how they experienced care were represented.

Maximisation of people's physical and mental health included safe management of medication, with increasing levels of independence in line with their developing skills and maturity. Support for maintaining meaningful family relationships contributed to the development of a sense of worth and identity.

Encouragement to develop beneficial routines promoted a healthier lifestyle. People also derived satisfaction from a range of stimulating and enjoyable activities and opportunities to spend time with staff. Further education provided people with opportunities to broaden their horizons, make connections with others and develop new skills and a sense of achievement. This was very well supported by the service, which was fully committed to making this as successful as possible.

The service demonstrated a clear commitment to promoting people's rights to continuing care. This supported them to 'stay put' so they could continue to benefit from enduring relationships and increase the likelihood of a successful transition to the next stage of their lives.

Systems for assessment and care planning supported positive outcomes. The creation of a highly individualised 'memory book' was an impressive way of making this process more meaningful for people experiencing care. We offered some suggestions for next steps, including more explicit recording of young people's views and wishes.

## 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 promote accelerated progress towards people achieving greater independence and choice, the provider should develop detailed proposals for possible next steps in meeting their care and support needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My future care and support needs are anticipated as part of my assessment.' (HSCS 1.14) and 'My care and support meets my needs and is right for me.' (HSCS 1.19)

**This area for improvement was made on 14 December 2022.**

#### Action taken since then

The provider had taken pro-active steps to work in partnership with the placing authority to move forward plans for the next stage of people's lives. This had had a positive impact on their experience at Duchray.

#### Previous area for improvement 2

In order to promote confidence in the quality of staff and leadership of the service, the provider should ensure that all staff are registered with the appropriate professional body within agreed timescales.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**This area for improvement was made on 14 December 2022.**

#### Action taken since then

We identified the need for the provider to improve quality assurance systems to successfully meet this area for improvement.

### 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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