

Care Visions - Burnside Cottage Care Home Service

Stirling

Type of inspection:
Unannounced

Completed on:
10 December 2024

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2004084808

About the service

Care Visions - Burnside Cottage is a care home service for up to three children and young people. The house is situated in a rural setting near Stirling and Glasgow. Accommodation is on two levels. Young people share a living room, second living room and kitchen/dining area.

About the inspection

This was an unannounced inspection which took place on 4 and 6 December 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this 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 one parent;
- spoke with five staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

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 areas for improvement will be highlighted in this report.

Key messages

- The manager was a positive role model for the staff group.
- Staff knew young people well.
- The environment and atmosphere in the house was homely and nurturing.
- Young people told us they enjoyed living in the house and felt respected and loved.
- External professionals praised the staff and manager for their approach to supporting good outcomes for young people.

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 made an evaluation of very good for this key question. We identified important strengths that had a significant, positive impact on children and young people's experiences.

Young people told us they felt safe and loved and enjoyed positive relationships with adults who supported them. This was supported by external professionals and parents with whom we spoke. Young people's physical and mental health and emotional support needs were comprehensively met and reviewed regularly. Staff were responsive to the changing support needs of all people and worked well with other agencies to ensure the best possible outcomes for young people.

We spoke to one young person who told us they had previously had contact with an external advocacy service but they felt they did not need this support at present. Staff and social work staff confirmed that advocacy options were always available to young people if they wished.

Young people told us staff were well trained and thought they were sufficiently skilled and knowledgeable to support them well. This was confirmed by external professionals. They told us staff had a very good understanding of the risk to young people who experience trauma and worked well to provide a therapeutic and supportive culture within the house. External professionals were keen to emphasise the manager led by example and was an excellent role model for the staff. We found staff had a very good understanding of the impact of trauma and worked well with young people to provide compassionate and supportive relationships. Relationships supported recovery and built young people's resilience and there were good examples of how this impacted positively on decision making of young people and their outcomes. There were safeguards in place to protect children and young people, for example all staff were clear about national child protection guidelines and the procedures they should follow should a child protection issue arise. Child protection training was available for all new staff and regularly updated.

Young people and staff built relationships in a variety of ways including trips, activities and outings. Young people told us they enjoyed these activities whether it was on a 1:1 basis or in a group with other young people.

We looked over care and support plans for young people. Young people were meaningfully involved in their own care and support. Young people confirmed they had conversations with staff during activities and trips in the car which supported respectful and meaningful participation when discussing complex support needs.

All young people were involved in meaningful work or educational activities that reflected their wishes and ambitions. Staff worked hard with other agencies to support young people in appropriate placements, helping to meet ambitions and realise life-skills and broaden horizons. This was evident in the individually tailored support each young person received.

Young people were able to plan for their future in the knowledge they could remain in their home well into adulthood if they so chose. Staff were committed to young people and this was reflected in long term plans and a commitment to continuing care.

We saw very good examples of the service working hard to ensure meaningful family connections were fostered and significant support was in place for young people and their families to mend and sustain relationships.

Planning and assessment of young people's needs were met through person-centred personal plans and risk assessments that were SMART (Specific, Measurable, Attainable, Relevant and Time Bound).

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 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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