

Care Visions - The Knowe Care Home Service

Lanark

Type of inspection:
Unannounced

Completed on:
21 February 2025

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2016349466

About the service

Care Visions - The Knowe is a care home service for children and young people. It is registered to provide a care service to a maximum of two children and young people from the age of eight years old. At the time of our inspection, two young people were using the service.

The house itself is a large detached property located on the outskirts of Lanark. It is furnished, decorated and maintained to a high standard. Each young person has their own bedroom and access to bathrooms, along with a third bedroom for staff. There is a large lounge, kitchen, chill out room and office space. The house benefits from a large garden with views over the valley.

About the inspection

This was an unannounced inspection which took place on 17 and 18 February 2025 between 11:00 and 19:00, and 10:00 and 13:30 respectively. 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 and complaints information, information submitted by the service and intelligence gathered since the last inspection. To inform our evaluations we:

- spoke with two young people using the service and one of their family members
- spoke with four members of staff
- spoke with three external stakeholders
- observed practice and daily life
- reviewed documents
- reviewed eight survey responses

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

- Young people were cared for by committed staff who knew them well.
- Staff adopted a trauma informed approach to supporting young people. This was consistent at times of crisis also.
- Relationships between staff and young people were based on trust, nurture and understanding.
- Young people's individual interests and ambitions were supported and encouraged.
- Meaningful connections to important people were promoted by the service.

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
--	---------------

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

7.1 Children and young people are safe, feel loved and get the most out of life.

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

Overall staff had a very good knowledge of the young people and a clear understanding of how to keep them safe, physically and emotionally. Risk assessments were thorough and well informed evidencing that staff have a good knowledge of the young people they care for.

All young people had access to external advocacy, if they wanted this. In addition to this, staff were confident and passionate about advocating for young people because of the strong relationships that had been developed.

Young people benefit from therapeutic and stable care from a committed staff team. Staff had remained the same for several years which contributed to the consistency and continuity of relationships. Staff recognised the impact of trauma as being significant for the young people, identifying behaviours being a form of communication. This understanding contributed towards a compassionate approach to care by staff.

Staff responded to young people in crisis with sensitivity and patience. There was consistent practice around involving young people in reflective discussions following incidents in attempt to improve understanding and consider any changes being made. The management of incidents and internal recording of these was of a good standard. However, there were some incidents that had not been reported to the Care Inspectorate. It would be beneficial for staff to revisit the guidance around notification reporting to strengthen practice in this area.

We observed warm, trusting and nurturing relationships between young people and adults in the service. An external professional commented that *'The Knowe care very much about the young person, [young person] is happy and cares greatly for the staff'*. There was lots of laughter and fun contributing to a relaxed atmosphere.

The house was warm and welcoming, with evidence of young people's individual interests around the home, and not just confined to their own bedrooms. Photographs of young people and staff engaging in activities supported the nurturing, homely feel.

Staff ensured young people were engaged in their care and support based on individual levels of understanding. At times this involved real examples being given to offer further explanation and support understanding. An external professional noted that young people were supported to *'have control over their lives.'*

Young people's physical and mental health were given priority within the service. Staff ensured that young people attended health appointments and liaised with external professionals to ensure all health needs were met.

Meaningful connections to important people were encouraged and promoted by the service. Staff worked alongside other professionals to facilitate regular opportunities for young people to spend time with those important to them, within and out with the house. A family member highlighted the support from the team has *'taken the pressure off'* and allowed them to enjoy their time together. We also heard of one young person enjoying a holiday abroad with staff and family, providing opportunities to make memories and build relationships.

Young people's individual interests and ambitions were supported and encouraged by staff who showed a genuine interest in these. For example attending youth club, spending time with friends, football and holidays. One young person told us *'I get to do things I want to do and if i ask to do something usually i get to do it'*.

Young people were thriving in education due to the tailored support for their individual needs. Each travelled a significant distance each day to and from school. Staff understood the importance of continuing to attend these settings because of the established relationships that existed which allowed young people to experience social and educational opportunities with familiar people.

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 support the wellbeing of young people, outcomes and choice the service should review their care planning processes. This should include but is not limited to:

- a) Ensuring young people are actively consulted on deciding their goals, and that these are clear and visible to them.
- b) Ensuring that goals are SMART (specific, measurable, achievable, realistic and timely). These should be reflective of young people's words, and should clearly describe the supports required to achieve these. Goals should be actively tracked and subject to regular review.
- c) Ensuring that all staff are aware of the needs and focus of work for all young people within the service and know exactly what is needed from everyone to support young people to reach their goals.
- d) Ensuring that quality assurance measures are in place to track advances and barriers to progress, allowing alternative plans to be created if required.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

This area for improvement was made on 18 January 2023.

Action taken since then

Young people's needs were met through person-centred planning which was informative and detailed important information to support staff in keeping young people safe and offering meaningful support. Care plans included personalised goals which indicates that young people are involved in the development of plans about them. In the main recorded goals were SMART, with the review of progress being clearly recorded also.

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 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.