

# Care Visions - Brax Farmhouse Care Home Service

Arbroath

**Type of inspection:**  
Unannounced

**Completed on:**  
12 May 2025

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2020379434

## About the service

Care Visions - Brax Farmhouse is a care home service for up to three children and young people aged eight years to twenty years. The premises consists of a two-storey farmhouse with a garden. It has three bedrooms for young people, who share two bathrooms, a living room, an additional lounge, activity room, kitchen diner and utility room. The house has an adjoining single-room extension accessed from the garden, for occasional use as a communal area. Brax is in a rural setting about four miles from the centre of Arbroath in Angus, which has a range of shops, community facilities and public transport links.

## About the inspection

This was an unannounced inspection which took place on 29 and 30 April and 2 and 6 May 2025. Visits took place between 12:05 and 19:05, 13:00 and 18:00, 09:00 and 17:05 and 09:15 and 12:25 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:

- reviewed survey responses from three young people, four staff and five external professionals
- spoke with three children and young people using the service
- spoke with seven staff and managers
- observed practice and daily life
- reviewed documents.

## Key messages

- Children and young people experienced safe care and protection from harm.
- Children and young people benefitted from positive and meaningful relationships with staff and nurturing care.
- Children and young people exercised lots of choice. Staff supported them to have positive experiences, to keep in good health and to engage in learning.
- Leadership in the service was confident and authoritative and provided clear direction to the staff team.
- Staff were very well supported to provide high-quality care to young people. There was an increasingly stable staff team providing greater continuity.
- Effective self-evaluation and quality assurance led to continuous improvement in 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
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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 children and young people.

With strong leadership support, the team had effectively managed a period of disruption in the household, during which young people had felt unsettled and at times unsafe. Risk levels had since significantly reduced. Staff remained alert to changing dynamics and were usually able to intervene when appropriate, to restore calm and prevent inevitable upsets escalating. Along with staff familiarity with their child protection responsibilities, these contributed to young people becoming safer.

Use of physical restraint as a response to distressed behaviour had also significantly declined and meant that home life had gradually become more relaxed and predictable. This reduced the potential for adverse impact both physically and emotionally. Management monitoring of incidents identified team learning and led to more effective and appropriate strategies being implemented in line with the service's ethos.

Young people's relationships with most staff were very stable, positive and meaningful. Staff familiarity with young people allowed them to adapt their responses individually and to meet diverse needs. These relationships promoted a sense of worth and continuity, offered opportunities for fun and supported progress. Overall, young people experienced sensitive and nurturing responses when tensions arose and they struggled to manage emotions and cope with challenges. There was an understanding of the need for consistent messages, and for allowing time for repeated exploration of emotions and responses, so that young people felt valued and understood. This was an ongoing process requiring perseverance. The staff team's journey towards implementing a fully trauma-informed framework of care, supported by relevant learning, was well underway.

Young people received encouragement to exercise choice in all aspects of daily life and to make their views known both in relation to individual planning and household life in general. This is an essential way of making sure their experience of care reflects their preferences as far as possible. Availability of independent advocacy was an additional support, which some young people had made more active use of. The process for recording their views and comments could be more consistent however, to ensure their voices are always front and centre. An ethos of respect was also evident in the high quality of the environment, which was very pleasant, comfortable and well-maintained both inside and out. It gave a strong message of young people's worth.

Promotion of positive health outcomes included safe management of young people's medication. For younger children in particular, there was an appropriate focus on establishing beneficial routines, especially bedtimes, to provide a foundation for them to make progress in other areas. Where possible, maintaining meaningful connections between young people and their families promoted a sense of belonging and continuity.

All young people had some form of regular activity for exercise, stimulation and enjoyment. Staff supported them to be as active in the community as possible, to try new experiences, benefit from a range of opportunities and develop social networks in line with their age and development. Most had benefited from regular attendance and engagement in education, which was recognised as an essential element of the support framework and helped them achieve their potential. Whilst challenges remained, staff also supported further education and learning as well as employment opportunities.

The provider demonstrated a commitment to young people experiencing 'continuing care' (aimed at young people 'staying put' in Brax and having an increased likelihood of a successful transition into adult life). Staff also maintained connections with some young people who had moved on, offering a measure of continuity of relationships during an often challenging time in their lives.

The service benefitted from positive, empowering and authoritative leadership. Increased capacity at senior level and effective oversight from external managers had also had a very positive impact and had supported the team to adjust to changes and move forward with a clearer shared vision.

The service's processes for evaluating the capacity of the service to meet the needs of young people for whom local authorities had requested care were effective. As a next step, we suggested more explicit consideration of the specific desired outcomes identified for individual children. Impressive, well-planned transitions into the service ensured a sensitive and responsive approach to meeting young people's needs at a particularly challenging and potentially disruptive time.

The high staff turnover seen in 2024 had decreased. Whilst there had been a number of new staff, this was a much more stable staff team. This had a positive impact on continuity of care and relationships for young people. Effective joint working with staff from a nearby service had also been beneficial and provided enhanced care that was responsive to changing circumstances. The system for ongoing assessment of the service's staffing needs worked very well. We made some suggestions for maximising its effectiveness.

Staff described high quality support from managers and team members to help them to meet young people's needs, commenting for example on greater clarity of roles and responsibilities. The framework for staff support included regular reflective supervision, opportunities for discussion and relevant learning and development provision.

A comprehensive range of quality assurance processes made an important contribution to positive outcomes for young people. This included regular analysis of significant incidents, which had allowed managers to highlight learning, identify additional supports and implement revised strategies for care. A process of self-evaluation resulted in the development of a dynamic improvement plan, many elements of which were actively underway.

## 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
7.2 Leaders and staff have the capacity and resources to meet and champion children and young people's needs and rights	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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