

Care Visions - High Kilroy Care Home Service

Dumfries

Type of inspection:
Unannounced

Completed on:
29 May 2025

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2007152089

About the service

Care Visions - High Kilroy is a registered care home service which provides care for up to three children and young people.

The service is located rurally near the town of Dumfries. The house is a detached property with bedrooms for each of the young people, a communal living area, a kitchen/dining room, and staff sleepover space. There are no public transport links, with young people being transported to local amenities by staff.

About the inspection

This was an unannounced inspection which took place on 25 May 2025 between the hours of 11:00 and 18:30 and on 26 May 2025 between the hours of 09:00 and 13:30. 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 children and young people using the service
- spoke to five members of staff and management
- spoke to one external professional
- spoke to one relative
- reviewed survey responses from six members of staff and four external professionals
- observed practice and daily life.

Key messages

Children and young people were kept safe by an experienced, knowledgeable and reflective team.

The service was flexible and dynamic, enabling them to respond well to changing needs and risks.

There was very good multi-agency working which led to improved outcomes for children and young people.

Children and young people trusted staff and felt listened to.

Educational outcomes had been strengthened by the service offering tailored support within school.

The service worked hard to keep siblings together and to create meaningful connections with family and friends.

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 children and young people, therefore we evaluated this key question as very good.

Children and young people were kept safe at High Kilroy. Staff had a good range of skills and experience and knew children and young people's needs incredibly well. A staff member told us, "We have a good team here and all work well together and support our young people in the best way possible". The service had cared for siblings and had adapted their approach to best meet their needs and improve their relationship. Consistent and nurturing routines and boundaries had been established which helped children and young people to thrive. A strong team helped children and young people to feel secure and well cared for.

There was very good multi-agency working, and the service played an integral role in care planning to help inform assessments of the children in their care. We received very positive feedback from external professionals about the service's communication, responsiveness and ability to advocate for those being cared for. Children and young people also had independent advocacy which helped to ensure they had powerful voices in relation to their care and support.

Children experienced therapeutic and stable care at High Kilroy. Experienced leaders had helped to create a reflective culture and there was a well-embedded trauma-responsive approach. An external professional told us, "All staff present as nurturing to the children...and focus on the cause of behaviours and not just the behaviours themselves". There was commitment to restraint reduction and best practice was followed when restraints had taken place. The service had attentively analysed any incidents of concern to help inform assessments of the children living in the house. There was a comprehensive understanding of children and young people's needs.

Relationships between children, young people and adults in the service were built upon love, fun and respect. Staff were highly nurturing and worked hard to get to know children's individual likes and dislikes. This allowed them to create opportunities to engage and build relationships through these interests. Children and young people told us they trusted the adults caring for them and liked spending time with them. Relationships had helped children and young people to feel valued.

The physical home environment was of a good quality and felt relaxed and welcoming. There was thoughtful personalisation and children and young people's bedrooms were decorated to reflect their wishes. Children and young people were involved in making decisions about their day-to-day care and had important input in planning meals and activities. Children's rights were prioritised and their views were listened to and respected.

Children and young people's health needs were well responded to. The service was proactive in addressing any physical health issues and direct work was undertaken to promote strong mental health. This had included collaborating with social work to support children and young people's understanding of their life story. Children and young people were thriving and receiving the support they needed.

Children and young people had meaningful connections with people who were important to them. The service placed priority on children and young people maintaining friendships and had supported friends to visit the house, and for children to have sleepovers with their friends.

Time with family and previous carers was also nurtured and the service approached this sensitively. This helped children and young people to develop a clear sense of belonging.

Individual talents and interests were well promoted. Children and young people took part in extra-curricular activities including football and rock-climbing. The service helped children and young people to learn new skills and to take part in new and exciting experiences, including holidays. This had helped to broaden children and young people's horizons.

An external professional told us the service had, "gone above and beyond", in the level of support provided to children's education. The service had regular communication with schools and had been highly responsive to any concerns that arose. This had included having a staff member attend school to support children to regulate and engage with their education. This had enabled children to gain confidence and make educational progress.

Care plans and risk assessments were used well to help achieve identified goals and outcomes. We suggested some improvements to care plans during our inspection. Work had been undertaken to help children and young people engage in care planning through the creation of a child-friendly version of the plan, and the service had been thoughtful and considered in how best to use these to support the children in their care.

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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