

# Care Visions - Strathbrock Care Home Service

Broxburn

**Type of inspection:**  
Unannounced

**Completed on:**  
31 July 2025

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2018369681

## About the service

Care Visions - Strathbrock is a registered care home service which provides care for up to three children and young people. The service is located in the town of Broxburn in West Lothian and is close to local transport links.

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 is a large garden to the rear of the house.

## About the inspection

This was an unannounced inspection which took place on 28 July 2025 between the hours of 10:00 and 18:00. Further calls were also made on 29 and 30 July 2025. 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 three external professionals
- spoke to one family member
- reviewed survey responses from two young people, three members of staff and three external professionals
- observed practice and daily life.

## Key messages

- An experienced and knowledgeable team helped young people to feel safe, secure, and have their rights promoted.
- A strong understanding of trauma led to young people feeling highly nurtured and valued.
- Relationships were based on fun, compassion and respect.
- Robust multi-agency working helped promote positive health and educational outcomes.
- Continuing care was well supported and had led to positive outcomes for a number of young people.
- Care planning requires some attention to ensure accessibility and participation 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 found significant strengths that supported positive outcomes for children and young people, therefore we evaluated this key question as very good.

Young people were kept emotionally and physically safe at Strathbrock. Young people told us they felt safe and external professionals told us that young people's confidence and self-worth had increased since living in Strathbrock. Adults working in the service were highly skilled and experienced and had strong knowledge of young people's needs and risks. This meant they could be responsive to changes and be there to support young people when they needed them. Young people living in Strathbrock felt secure.

The service was very good at collaborating with other professionals to respond to risks. Young people benefitted from having a number of agencies involved in their care. External professionals had confidence in Strathbrock and praised the quality of care and level of communication. One professional told us, "...The staff have been really supportive and helpful...communication is brilliant". Professionals worked well together to meaningfully improve people's outcomes.

Child protection concerns were responded to robustly and national guidance was implemented. The service was in the process of carrying out adult protection training to help support young adults using the service for continuing care. This will strengthen the service's responsiveness to protection concerns.

Young people experienced therapeutic care at Strathbrock, enabled through experienced staff and leaders who had a strong capacity to reflect and recognise the impact of trauma. There was a commitment to restraint reduction, and restraint had been used minimally, and only as a last resort and following best practice. Young people benefitted from a calm home environment.

Relationships between young people and adults in the house were enduring and based on compassion. Adults were very nurturing and demonstrated love and respect to young people through thoughtful gestures, even before they moved into the service. Humour was well used to connect to young people and there was a fun, relaxed feel to the house, with young people enjoying the company of adults. Relationships helped young people to feel safe, valued and trusted.

The physical home environment was warm, spacious and welcoming. It was decorated to a high standard, with all young people being delighted with their newly decorated bedrooms. There were ample play resources available, and the large mature back garden provided a lovely area for young people to play in or relax.

Young people were encouraged to make decisions about their care and had a say in planning meals and activities. The team were strong advocates for young people, and independent advocacy and legal advice had also been well used to challenge decisions and promote children's rights. Young people living in Strathbrock had their interests protected.

Young people's health needs were prioritised. The service had supported and managed a range of health issues for young people and were skilled at collaborating with key health professionals. This had enabled important health assessments to be progressed and for risks to be reduced. Direct work with young people on their health and well-being had increased young people's awareness of health issues and promoted a level of independence. Young people had the support they needed to help them thrive.

Meaningful connections to family and friends were championed by the service. Friends and relatives were able to visit, and the service worked hard to develop relationships with young people's family members. The service had also supported young people to have strong connections with brothers or sisters living elsewhere. Young people were able to develop a clear sense of identity and belonging.

Young people's interests and life skills were being well supported. Young people were kept busy both in the house and in the community. Life skills including cooking, budgeting and self-care were taught and supported, and this had increased young people's independence, including helping young people to gain paid employment. Young people were being well prepared for adulthood.

Educationally, young people were doing well and had the support they needed. Tight communication and contribution to assessments by the service had enabled young people to have individualised educational support. Transitions between educational settings were managed well and helped to achieve positive educational outcomes.

Strong commitment to continuing care had supported a number of young people to have supported transitions into adulthood. Well-established relationships had developed trust between adults and young people, which helped them feel respected and want to remain in Strathbrock beyond the age of 18.

Care plans and risk assessments helped to keep young people safe and achieve identified goals and outcomes. We suggested some improvements to care planning during our inspection. We welcome work being undertaken by the provider to make plans more accessible, and we encouraged the service development plan to be reviewed to support these improvements. This will help to ensure young people are key drivers in the planning of their care and support.

## 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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