

# Care Visions - Waterstone Cottage Care Home Service

Broxburn

**Type of inspection:**  
Unannounced

**Completed on:**  
5 June 2025

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2010272284

## About the service

Waterstone Cottage is a care home for children and young people provided by Care Visions Group Ltd.

The property is a single story house in a rural setting. Young people have their own bedroom within the house. Communal space consists of a living room, kitchen and chill room along with a large garden.

## About the inspection

This was an unannounced inspection which took place on 28 May and 2 June 2025, between 10:55 and 16:20 and 09:20 and 14:00 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 evaluation we:

- Spoke to seven members of staff and management
- Received 10 completed questionnaires
- Observed practice and daily life
- Reviewed documents
- Spoke with two external professionals

## Key messages

- Young people were kept safe by a committed team.
- Staff worked well with multi-agency professionals to support young people to achieve improved outcomes.
- Staff knew young people very well and positive relationships were evident within the service
- Young people's rights were promoted by staff who were passionate about ensuring young people are recognised as individuals.
- A variety of opportunities were available to young people including educational and fun activities.

## 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

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

We evaluated this Key question as very good and recognised some aspects of excellence in the service.

Young people at Waterstone Cottage were kept safe by a caring and committed staff team. Staff worked effectively with a wider team of professionals which promoted the safety and wellbeing of young people, staff and others. An external professional reflected the team have '*managed and worked well with the wider team.*' Through collaborative multi-agency practice staff developed an improved understanding of different perspectives and approaches. This contributed to the team offering meaningful support to young people.

External advocacy was available to young people should they wish, and their views around this were respected. Staff were confident and passionate about advocating on behalf of young people, because of the strong relationships that had developed. This contributed to young people feeling listened to.

Young people experience warm, trusting relationships with those supporting them. Staff worked hard to ensure that young people experienced nurturing care in a way that was right for them. This helped ensure that young people experienced a high standard of trauma informed care.

A significant strength of the service was the rights based approach to caring for and supporting young people. Staff recognised young people as individuals and helped them understand their rights, in the context of legal orders and restrictions. For example, young people were actively involved in their care and support, with their views being sought regularly regarding day-to-day planning as well as support to attend meetings about their care. Staff were confident to raise questions or concerns with other professionals, on occasions where they felt young people's rights were not being respected.

Staff were committed to ensuring that young people had access to opportunities within their local community despite numerous limitations, such as volunteering opportunities and days out as well as trips to further afield to Blackpool and Legoland. These have provided young people with new and exciting experiences and the opportunity to create memories.

The physical environment of the service was homely, with their artwork displayed on the walls and items of interest to them visible throughout the house. An external professional described the environment as being '*homely, caring and nurturing.*' The team took pride in the home and continually work on maintaining the homely welcoming atmosphere where young people felt comfortable.

Young people were supported by staff to maintain relationships with those important to them. Family members had visited the cottage as well as young people spending time with them out with the home environment. The team have developed positive relationships with family members which have helped young people feel settled whilst living at Waterstone cottage.

Care plans and risk assessments were detailed and informative which contributed to staff having a clear understanding of young people's needs and associated risks. These documents were written to young people which made them more personal and accessible should they wish to read them.

## 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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