

Care Visions - Craigbrock Farm House Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
24 June 2025

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2004070448

About the service

Craigbrock Farmhouse is a care home service provided by Care Visions Group Limited. Craigbrock is a rural farmhouse situated near Blanefield in Stirlingshire. Craigbrock is a detached house set over two floors with generous grounds surrounding it. The house has a large dining/kitchen and two well presented living rooms. Each young person has their own generous sized bedroom.

The service is registered to provide a care service to a maximum of three young people between the ages of six and 20 years. At the time of inspection three young people were living at Craigbrock.

About the inspection

This was an unannounced inspection which took place on 18 June, 10:00-18:00 and 19 June 2025, 09:30-17:00. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed the information about this service. This included previous inspection findings, registration and complaints information and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- We observed the young people using the service.
- We spoke to four staff members and the manager.
- We observed staff practice and everyday life.
- We reviewed documents.
- We spoke to two professionals.

Key messages

- Young people were safe and protected from harm.
- Young people experienced nurturing compassionate trauma informed care from an experienced staff team.
- Relationships between staff and the young people was a key strength.
- Young people's individual interests and life skills were promoted.
- Young people saw the people that were important to them.
- Transitions were well planned.

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

Quality Indicator: 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, we found that the service had significant strengths that supported positive outcomes for young people.

Young people in the service were safe. Staff demonstrated an in depth understanding of the individual needs of the young people. Young people were listened too and supported. Staff collaborated with partner agencies and families to address risks. Staff discussed modelling behaviours and discussed the importance of positive relationships.

The service implements national guidance and best practice in child protection, including child sexual exploitation (CSE).

Young people experienced therapeutic and consistent stable care where supporting emotional wellbeing was a priority. There was a culture of using relationships to de-escalate situations the team spoke lovingly about the young people and how physical restraint would be a last resort.

Young people enjoyed nurturing relationships with the staff team which were based in compassion. Staff demonstrated an in-depth knowledge of trauma and how this had impacted on the young people's lives. Young people were treated with the upmost respect from the team. Supporting recovery and building young people's resilience was central to all staff interactions. This meant that young people felt valued and nurtured, developing their self esteem.

Children and young people experienced spontaneity and fun with staff who know them well. Staff were opportunistic in their interactions with young people who struggled to manage social situations. Ensuring equality and inclusion was a priority for the team.

The house was decorated to a high standard; the atmosphere was bright and welcoming. Any resources that the young people might need were quickly sourced.

Young people's rights were upheld and promoted by staff who advocated vigorously on their behalf. All young people had access to independent advocacy workers. Young people's sense of wellbeing, worth and identity was protected and nurtured. This was an area of strength.

Young people were supported to be fully engaged in their care and support and their input into care plans was evident. Where there were barriers for the young people to contribute verbally, time was taken to consider the needs of the individual through established relationships, observations, reading nonverbal cues, and in consulting people that knew them.

Young people's individual ambitions, interests and life skills were supported and developed well. All young people were encouraged and supported to take part in activities and groups in areas that were of interest to them.

Connection to family members or people who were important to the young people were promoted and championed by staff. Young people saw the people who were important to them when it was in their best interests. Staff worked closely with family members to ensure they were included in plans and decisions and to support the young people collaboratively.

Young people received support that was tailored to their individual learning needs to maximise attainment and attendance. This ensured that young people were reaching their academic potential. There was a commitment to young people staying in the service. This was evident in planning, policy, advocacy and enduring relationships and support. Transitions were planned and considered and, where required, pathway plans were in place. This meant that young people were confident that their futures were planned.

Care plans and risk assessments were Specific Measurable Achievable Realistic and Timely (SMART). Plans were child centred, and trauma informed, and risk was well understood. Young people's contribution was evident but could have been more clearly recorded. Specific CALM strategies for each young person were understood by the team but were not recorded. These discrepancies were not to the detriment of the young people. Management was proactive in addressing these areas for development.

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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