

# Care Visions - Lettre Farmhouse Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
4 February 2020

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2003036768

## About the service

Care Visions is an independent provider of small therapeutic residential homes for children and young people aged between 6 and 21 years, who have experienced significant adversity, trauma and disruption in their lives. Their aim is to: 'provide trauma informed care to support children and young people with complex social, emotional and behavioural difficulties, to understand their emotions and past experiences'.

Lettre Farm is a four bed service, situated on the Campsie Hills in Killearn, Stirlingshire. The property consists of four bedrooms, two living/chill out rooms and kitchen/dining room. An extensive garden in mainly lawn with driveway and courtyard parking area.

The aims of the service include:

- We aim to provide the young people with a positive and enjoyable experience.
- We aim to provide an environment, which promotes the feeling of safety required to allow young people to begin re-appraising traumatic, past and recent life events.
- We aim to enhance the quality of life for young people by improving their life options, their individual experiences and developing the positive qualities in each young person.
- We aim to provide high levels of commitment to the young people in order to minimise the potential for further rejection or failure.
- We aim to provide a child centred, caring and professional service in which our practice is constantly updated and improved in line with our experience and research findings.

## What people told us

At the time of the inspection there were four young people staying in Lettre Farm. We spoke with 1 young person and received some written feedback from another young person. Young people spoke very positively about the service. They told us they appreciated the support they received from staff and enjoyed living in Lettre Farm.

## How well do we support children and young people's wellbeing?

**5 - Very Good**

Young people told us they felt valued by the service. One young person we spoke to told us she felt safe and secure in Lettre Farm. She was appreciative of a very supportive staff group who she could speak to at any time. She told us of the positive effect staff had on her mental health and how they understood how best to support her. She enjoyed taking part in a variety of activities that were planned by young people and staff.

Staff were able to describe a situation to us which showed their commitment to young people and ensuring transitions for young people were well supported. This involved supporting a young person to maintain their placement following their success at gaining full-time employment and their move to a more independent living environment. There were clear links to goals in the young person's personal plan and very good cross referencing to their risk assessment to ensure the best outcomes for them.

We were told by young people of the input they had into their own personal plans and how the service had developed strategies to support this and underpin the goals set out in them. There was evidence that young people had a say in all areas of their lives and the running of Lettre Farm. They had previously been

involved in interviewing new staff and were regularly asked about their views regarding the service. This included input into menus, activities, furniture and wallpaper and paint for their rooms and common areas.

We interviewed two members of staff and their passion for supporting the young people in their care was apparent. We saw young people being encouraged in daily activities and supported in community groups such as Scouts. Young people also had opportunities to undertake driving lessons, take part in life story work. All young people were supported to maintain contact with their families and friends.

At the time of the inspection staff and young people were very proud of the fact all young people were being supported in work, college or school. This should be regarded as a major success and a result of hard work and commitment by young people and staff.

Young people were supported to be as independent as possible, particularly in use of public transport and enjoyed this with the knowledge that staff were on hand to help out if necessary. Risk assessments were continually updated to reflect the support each young person required at that time. For example we observed staff debriefing following an incident in a car. Staff discussed this with the young person and spoke to them about how they would keep them safe when travelling in the car. When we returned for feedback we followed this up and it was clear there had been a successful outcome for the young person regarding this incident.

Young people told us they were encouraged and supported to take part in a variety of groups and activities, some to support their wellbeing and others to help them socialise and take part in community based activities. One young person told us she had benefitted hugely from this support and was developing a wide range of life skills as a result.

There was very good information in records and from young people that staff took young people's health and safety seriously. All staff knew young people very well and their understanding and support was welcomed by young people we spoke to.

The provider acknowledged the need to provide support and training for the staff group in order for them to develop as practitioners. Staff told us of a broad range of training they were involved in which directly supported their interaction with young people. This included support for their own wellbeing as well as that of young people in their care.

### How good is our leadership?

This key question was not assessed.

### How good is our staff team?

This key question was not assessed.

### How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**5 - Very Good**

We looked at young people's personal plans and saw they were regularly reviewed by key workers and the manager of the service. Personal plans made good links to 'Getting It Right For Every Child (GIRFEC)' and the wellbeing indicators. They made clear links to young peoples targets and were regularly undated. Young people told us they were involved in making their personal plans. To support young people's in-put into their personal plans the service had created a process called 'What's important to me'. One young person told us this process helped them to identify goals and build their personal plan with what was important to 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 wellbeing?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
1.3 Children and young people's health benefits from their care and support they experience	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	5 - Very Good

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