

## Care Visions - Brax Farmhouse Care Home Service

Brax Farmhouse  
Woodville  
Arbroath  
DD11 2QP

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**Type of inspection:**  
Unannounced

**Completed on:**  
5 November 2021

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2020379434

## About the service

Brax Farmhouse is situated in the countryside near Arbroath, with a large garden leading into countryside walks and open fields. The service offers accommodation for up to three children or young people, and supports them to stay until they are twenty years old.

This service registered with the Care Inspectorate on 21 August 2020.

It should be noted that this inspection took place during the Covid-19 pandemic restrictions and therefore followed a revised procedure for conducting inspections in these circumstances.

This inspection was carried out by an inspector from the Care Inspectorate.

## What people told us

During the inspection we talked with the young people and staff. We also received feedback from questionnaires which were shared with staff, young people and professionals. Some of the comments were as follows:

"This is my forever home".

"The food is good".

"I get to chose my own things for my room".

"We work well as a team".

"Relationships are very important with the young people".

"We constantly try and find the best outcomes for young people".

"I love everything about Brax".

"I really enjoy working here".

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

**5 - Very Good**

A nurturing approach with a focus on relationships was at the heart of the care provided to the young people in the house. Adults and young people told us how these relationships were important to them and helped them achieve positive outcomes. This was evidenced through supporting young people into employment, ensuring they are encouraged and supported to attend work. Also in education, where we saw individual plans were in place for young people to introduce them to school at a pace which wouldn't overwhelm them. The adults were observed to offer comfort, and a real sense of warmth towards the young people.

There were a wide range of activities on offer to the young people, with them being involved in swimming lessons, horse-riding, gymnastics and many other activities which promote social relationships and a healthy lifestyle. The staff team were observed to be actively seeking out activities which would create life long memories such as bonfire and firework displays, pantomimes and supporting individuals to take age and stage appropriate outings independently such as hotel stays in the nearby city with their friend.

Some young people had been supported to make contact with their families, at their request. The adults were able to understand the importance of family relationships and building on this to help support families.

This was seen as a key part to caring for the young people. There was clear evidence of staff supporting parents to develop new skills, and build on their relationship with their child.

There was a clear passion to ensure that the young people's health needs were supported to the best of their ability. This was observed through frequent correspondence with health professionals to seek in-depth knowledge of medical needs for the young people, as well as sourcing external supports and ensuring these were continued to be offered to the young people. There was also recognition that the adults were able to have difficult conversations with the young people in relation to their trauma and understand how this may manifest for them.

### How good is our leadership?

**4 - Good**

The aims and objectives of Brax Farmhouse were reflective of the practice observed, they set out to have a trauma informed approach, with a focus on building relationships. Alongside this there was a focus on reducing restraint identifying more positive approaches which are effective. In discussions with the adults they were proud to be able to share they had not used restraint in a number of months and felt that they were able to de-escalate situations by using empathy and talking with the young people.

There was an in-depth self-assessment completed for the service which was SMART (Specific, Measurable, Achievable, Realistic, Time-bound). This identified areas for improvement in regards to obtaining feedback from professionals, young people and staff. It was positive to see this had been identified going forward, as it would be beneficial in identifying areas of improvement.

Quality assurance systems in regards to training, SSSC registrations, staffing assessments and reviewing of any incidents were systematic and easy to follow. The system allowed managers to track individual members of the team to ensure their registration and training was up to date. The organisation had also developed a system for reviewing incidents and any investigations externally to ensure there was an overview of the service and learning from these scenarios.

The service had put a lot of effort into ensuring these systems were in place and reviewed them on a regular basis, to see if they could improve them in anyway. An area which they were starting to develop and needed more focus on was around the auditing of files. A clearer process was needed to be implemented to ensure minutes of meetings were obtained and pathway plans were developed.

### How good is our staff team?

**5 - Very Good**

During the inspection we heard from many staff, managers and professionals how well the team work together. This was evident through the in-depth discussions that were had at changeover and in team meetings, where adults were able to listen to each other and share positive practice. There had been consistency in the team, with no vacancies or changes over the last eighteen months. This had allowed the team to form, and develop positive working relationships.

We observed that discussions were undertaken regarding the skill mix of adults on shift, and how at times shifts were adapted to support there being a good range of experience on shift. This was also reflected in the staffing assessment, which also took into consideration the need for reviewing staffing levels regularly dependent on the young people and their needs. The young people told us how the adult always wrote on the whiteboard to let them know who was on shift each day; these were adults they knew and could ask for support.

The adults were observed to care for each other, by making each other hot drinks and re-evaluating their shift to share the workload evenly. It was clear their focus was to spend time with the young people and ensure they were well supported and had opportunities within and outwith the house.

## How good is our setting?

### 5 - Very Good

Being set in the country near many neighbouring villages and towns, appeared to be an advantage for the young people. The adults were able to explore the opportunities available locally and then progress these in a way which best met the young people's needs. This was evident through a smaller Brownie group being sourced which took into consideration the needs of the young person and altered their timings to ensure they were fully included. There was a clear commitment to ensure that young people have a good childhood ensuring they have what they need to thrive, which makes clear links to "The Promise". We heard one young person arriving home overjoyed at how well their swimming lesson went and could observe the positive impact this had on their confidence.

There were no barriers in the young people accessing the local community, adults were always willing to provide lifts for the young people even if this was just to go to the shop. Opportunities were also available for young people to have their friends visit the house, and adults promoted friendships supporting young people to meet friends in the local towns. It was lovely to see the adults helping the young people sustain relationships with their friends, and also let them experience sleepovers with their friends.

"Why not" was a service which was developed to support young people after they had left the service and we saw how this was utilised, through visiting young people and celebrating birthdays with them. Phone calls with these young people were regular and we heard how some staff had relationships with young people over an extensive period of time and recognised these would be lifelong relationships. Equally the adults helped promote positive relationships which were significant to the young people by inviting them to visit and helping the young people keep in contact. The service was clear they wanted the young people to feel that they would keep in contact in the future and wanted them to still feel part of the house even if they leave, giving them opportunities to visit the house or join them for dinner or activities.

## How well is our care and support planned?

### 4 - Good

It was positive to see that there had been a focus on adapting a narrative writing style in case recordings, and these were written in a way which conveyed an understanding of trauma. There were specific routines recorded for the young people which were detailed and broken down so it was easy to understand and refer too.

Care plans were informative, and captured the focus for the young people and were reviewed very frequently, sometimes weekly to reflect the focus of support needed. However, within this the goals set could have been more specific.

Pathway planning was an area which needed to be developed for young people who were living at the service into adulthood. This is to ensure there is a focus going forward for their future and they also can be reassured that Brax will remain their home even when they decide the time is right to move on.

There had been specific individual risk assessments for a young person to support them to take age and stage appropriate risks. These were very informative, listing a primary and secondary contingency plan as well as many pro-active measures and conversations prior to the event, to make sure the risk was minimised. The service could expand the general risk assessments to reflect the same in-depth information

which was devised in the individual plan, as there could be more specific detail in the pro-active strategies in place.

## Complaints

There have been no complaints upheld since the service was registered.

## 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 good is our leadership?	4 - Good
2.2 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing levels are right and meet children and young people's needs, with staff working well together	5 - Very Good
How good is our setting?	5 - Very Good
4.3 Children and young people can be connected with and involved in the wider community	5 - Very Good
How well is our care planned?	4 - Good
5.1 Assessment and care planning reflects children and young people's needs and wishes	4 - Good



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