

# Dalveen Farmhouse Care Home Service

Thornhill

**Type of inspection:**  
Unannounced

**Completed on:**  
29 November 2025

**Service provided by:**  
BDT CARE SOLUTIONS LTD

**Service provider number:**  
SP2016012716

**Service no:**  
CS2016347104

## About the service

Dalveen Farmhouse is a large detached farmhouse situated in a rural location in Dumfries and Galloway. The service is provided by BDT Care Solutions, part of Pebbles Care Ltd and was registered with the Care Inspectorate on 30th September 2016 to provide a care service to a maximum of 4 children and young people.

The house consists of a large lounge for communal activities, a large dinning kitchen, a utility room and an office on the ground floor and the young people's bedrooms and staff room upstairs.

The service is surrounded by farmland and is isolated from towns and villages. There are very limited public transport services that operate close to the service and consequently young people are dependent on staff and service vehicles to access retail, leisure and education facilities.

## About the inspection

This was an unannounced inspection which took place on 29 October 2025. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with young people using the service and one of their representatives
- Spoke with two staff and management
- Observed practice and daily life
- Reviewed documents.

## Key messages

- Young people and staff had established positive relationships.
- Young people were attending education and achieving certificates relevant to their aspirations for employment.
- Young people were accessing leisure facilities and activities in local area's neighbouring towns.
- Young people were supported to maintain contact with family and friends who are important to them.
- Staff advocated strongly for young people's rights to be recognised.

## 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 the service to be operating at a very good level for key question 7.1 - "Children and young people are safe, feel loved and get the most out of life". This was because we found major strengths in supporting positive outcomes for people whilst finding very few areas for improvement. Those that did exist, we considered would have minimal adverse impact on people's experiences and outcomes.

Staff had continued to build and maintain positive relationships with the young people. Young people were confident their best interests were a priority for staff and told us they felt safe in their care and indicated that they trusted staff. This assured them that they had a safe and stable base from which they could aim to achieve their goals and aspirations. The staff group were developing their knowledge and skills and had gained a good understanding of the young people's needs. Through this knowledge and further training the staff were providing nurturing, responsive care to promote young people's emotional and physical development.

Independent advocacy was available to young people, however they felt confident in raising any issues they had themselves. The service reviewed young people's views of engaging with independent advocacy services regularly to ensure they could make informed choices. The staff were recording goals and targets set against the well being indicators of safe, healthy achieving, nurtured active responsible respected and included. Progress was also being monitored regularly and outcomes set against the Health and Social Care Standards (H&SCS).

Staff supported young people living some distance from their hometown to meet with those important to them. They also facilitated young people meeting with peers in the community where this was assessed as appropriate. This assured young people that these important relationships would be promoted and maintained.

The service continued to have low incidence of restraint. This is to be commended. Staff used their de-escalation skills and relationships with the young people in times of upset or heightened emotions to manage situations positively. Through these consistent approaches by staff the young people continued to enjoy a stable, settled environment. We observed the young people interacting with the staff and noted confident, relaxed exchanges with appropriate use of humour.

Young people were achieving well both academically and in their individual interests. Through these successes, their sense of self worth and identity was nurtured. Young people had succeeded in gaining qualifications they sought for the employment opportunities they had in mind. Staff sought opportunities for young people to access activities that encouraged new experiences and furthered their interests or individual skills. The young people were excelling through engaging in chosen favoured activities, for example. In addition to increasing their confidence and feelings of achievement these activities provided further new experiences through which to further develop social skills and form friendships.

Whilst risk assessments were being completed we noted that an area of risk had not been updated following an incident. This risk area had been assessed during admission and so there were strategies in place to address this, however this should be updated following incidents to reflect whether or not there had been any change. We discussed this with the manager and external manager and are confident that this will be reviewed and amended. We will look at this in the next inspection.

## 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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