

# Care Visions - Lettre Farmhouse Care Home Service

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
20 November 2025

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2003036768

## About the service

Care Visions - Lettre Farmhouse is a care home service for up to four children and young people. The premises consists of a two-storey farmhouse with gardens and parking areas. It has four bedrooms for young people, who share bathroom facilities as well as two living rooms, a kitchen-diner and utility room. Lettre Farmhouse is in a rural setting on the outskirts of the village of Killearn in Stirling. The village has some community facilities including shops and schools and is on a bus route. A wider range of facilities and amenities is available in Stirling and Glasgow, approximately 22 and 16 miles away respectively.

## About the inspection

This was an unannounced inspection which took place on 11, 12 and 13 November 2025. Visits took place between 12:10 and 19:30, 10:30 and 17:30 and 09:05 and 12:15 respectively. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the 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:

- reviewed survey responses from four young people, three staff members and two external professionals
- spoke with two young people using the service and one family member
- spoke with six staff and managers
- observed practice and daily life
- reviewed documents.

## Key messages

- Young people experienced safe care from staff who were alert to risk and familiar with their needs. Staff used individualised strategies to prevent harm.
- Young people benefitted from positive, meaningful and trusting relationships with the staff caring for them. Staff used nurturing responses to distressed behaviour.
- Young people exercised lots of choice. Staff supported them to have a say and to influence how they experienced their care.
- The support they received from staff enabled young people to achieve positive health outcomes.
- The service had continued the process of improvement and development since the last inspection, supported by a culture of learning.

## 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 evaluated this key question as very good. This applies to performance that demonstrates major strengths in supporting positive outcomes for children and young people. There was a culture of learning and improvement in the service.

The service had effective risk management processes, using individualised strategies for supporting young people. Staff had had relevant training and knew what their responsibilities were when they had concerns about young people. Increasingly trusting relationships meant there were more open discussions with young people about risk. These contributed to keeping them safe.

Staff responses to young people experiencing distress and frustration were sensitive and nurturing and had allowed them to minimise the use of physical restraint. This reduced the potential for compromising young people's safety and dignity. The atmosphere in the house was usually very settled and predictable, which helped promote emotional wellbeing. When staff used other restrictive practices, they did so infrequently and with the aim of reducing risk, though these should be notified to the Care Inspectorate.

There were very strong, meaningful relationships between young people and staff. Decreasing staff turnover promoted greater stability and continuity of relationships. Staff spent time with young people, doing the things they enjoyed. They recognised these were essential for developing trust and promoting a sense of worth. This commitment to relational care was also informed by young people's experience of trauma and supported by a programme of relevant training.

The service's respectful ethos was evident in improvements to the house. These included redecoration of shared living spaces and plans for additional soft furnishings, to create a homely and relaxing environment for young people.

Young people received encouragement and support to have their say and had lots of choice in daily life. Staff responded positively to their requests. This meant that their preferences influenced their experience of care and reinforced the message that they mattered. All young people had access to independent advocacy, and some had benefitted from this support to express their views and engage in decision-making. The staff team also played an important role in ensuring their voices were heard. The provider's approach to using more respectful and inclusive language about young people reflected their vision and values.

Strong support for meaningful connections between young people and their families where possible promoted a sense of worth and belonging. These had made a very positive contribution to enhancing their experiences. A willingness to develop good relationships with parents for young people's benefit also sent a message of respect.

Access to primary care and safe management of medication helped maximise young people's health outcomes. There had been very successful support for them to have a more meaningful say in their experience of health care, reflecting age and stage of development.

Short breaks and holidays broadened young people's horizons and provided opportunities for fun and time with staff. Some were keen to stay active, spent regular time with friends and benefitted from these important social opportunities. Some young people had very positive, successful experiences of education and learning. This had been a challenge for others for a variety of reasons, despite staff support and encouragement and collaboration with partners. The provider had been unable to take unilateral action, but should continue to strongly champion young people's rights to education with the placing authority.

Assessment and planning processes, underpinned by national wellbeing outcomes, created an effective framework for supporting positive outcomes and experiences for young people. We made some suggestions for ongoing improvements.

## 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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