

Care Visions - Phantassie Cottage Care Home Service

Kirkcaldy

Type of inspection:
Unannounced

Completed on:
11 October 2025

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2016345854

About the service

Care Visions - Phantassie Cottage is managed by Care Visions Group Limited and provides care and accommodation for up to two children and young people.

The house has a homely and nurturing environment with a large garden area. It is situated in a rural area on the outskirts of Kirkcaldy.

About the inspection

This was an unannounced inspection which took place on 10 October 2025 between 10:00 and 14:00 and 11 October 2025 between 10:30 and 14:00. The inspection was carried out by one inspector from the Care Inspectorate.

This was a pilot inspection to test a new way of inspecting, and to provide assurance that better performing services continue to deliver a very good or excellent level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a promise assurance inspection. It focusses on the key areas that are essential to upholding children and young people's right to be safe and be at the centre of their care. We report on them under the Promise foundation headings of; 'Voice', 'Care', and 'People'.

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

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- reviewed survey responses from young people, professionals and staff;
- spoke with one young person using the service;
- spoke with five staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

Voice:

Young people had individualised, person centred care plans in place that reflected their preferences. Adults in the service used creative approaches to ensure the voices of young people were heard. This process was supported by adults who understood the individual needs of young people and spent quality time with them, building relationships to provide meaningful care and support. Staff were very good at advocating on behalf of young people to ensure they received appropriate education and to support young people who were preparing to move on.

Young people told us "I am asked what I would like for tea and what activities I would like" and "I enjoy living here but I also like to visit my mum". One young person who declined to speak with us passed on a message via staff: "I don't need to speak to you, everything is great here".

A professional fed back to us that " They (staff group) take on board the young persons' views and are doing all they can to ensure they have the life skills and support for independent living"

Care:

Young people were cared for in a safe and nurturing environment. Staff utilised creative ideas to ensure each young person had a very good understanding of risk and were supported in a consistent and caring manner.

Young people were supported to expand their experiences to become meaningfully involved in their community. When this had been met with resistance, staff were able to use their trusted relationships with young people to support this. This supported very good outcomes for young people and helped them to understand the steps to achieving their goals.

A professional told us "The service communicates well with professionals around the young person. They also provide lots of support to the young person and attempts to engage (them) in the local community and have access to further learning."

People:

The manager of the service was passionate about their role and this was reflected throughout the staff group. They shared the values and passion of their manager and this made a real difference to young people's lives.

The established team were well trained and spoke with us in a reflective and trauma informed manner. We saw this replicated in their interactions with young people.

The manager had a good oversight of the service and documents we looked at had been reviewed, assessed and any comments from the manager had been acted on promptly. The knowledgeable staff group told us they were well supported by their manager.

Young people told us "I like living here and the staff help me a lot" and "staff are funny sometimes and we go swimming."

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

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