

Care Visions - Ibert Farmhouse Care Home Service

Glasgow

Type of inspection:
Unannounced

Completed on:
20 October 2025

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2005109836

About the service

Care Visions - Ibert House is a care home for children and young people situated in a rural area near Killearn. The service is registered to provide accommodation for four young people.

Accommodation is over two floors and provides single rooms and ample common areas for a variety of activities. Young people have access to a large garden.

About the inspection

This was an unannounced inspection which took place on 20 October 2025 between 10:30 and 17:30. The inspection was carried out by two inspectors 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 were well supported by a caring and committed staff group. They experienced positive outcomes through meaningful and nurturing interactions with staff who advocated strongly on their behalf. Young people were listened to and staff used creative approaches to involve young people in a meaningful way to share their views regarding the care and support they received.

A professional told us "The young person is actively involved in the planning of their care and encouraged to be included in decorating of their rooms, activity, external supports and that meet their needs."

Care:

Care plans were developed in an informative and person centred way that reflected young people's preferences. The thoughtful and nurturing support young people received helped to keep them safe and was based on an understanding of individualised support.

The individualised personal plans were based on understanding young people's needs and providing meaningful support. Plans were written in a trauma informed way and reflected young people's thoughts and preferences. Plans could make better use of photos, animations etc. to help young people better understand the steps to achieving their goals and celebrate achievements.

Professionals told us "(Ibert) Provide nurturing care to young people, they are patient and give the young person the time to settle and support them at challenging times. They provide a safe home for young people to flourish. Nothing is too much."

"I feel Ibert House (Care Vision) go above and beyond to welcome young people into their home. They provide quality houses which are homely and warm. They give the young person the time, space to settle in. They provide encouragement to build a young person's confidence, encourage them to try new activities."

Family members told us "The staff are attentive, compassionate, caring and all have individual qualities that support and nurture our (young person's) needs."

"Support, security and safety in a home environment with regular activities. The love and care (young person) receives is exceptional and it shows in their development."

People:

The dedicated staff team had shared values and a commitment to provide trauma informed, nurturing care. This focused on keeping young people safe and to make a real difference to young people's lives. Care was delivered consistently across the staff group who had a very good understanding of the provider's therapeutic approach to care. This benefited young people in supporting positive outcomes.

The provider had been thoughtful in the appointment of a new manager who was ably supported by a mentor. Good management oversight was provided and staff told us they were well supported by the management team.

A professional told us "Ibert House is a beautiful home environment that is nurturing for young people to feel safe, they are listened to with empathy and warmth and welcomed. Staff go above and beyond to help the young person settle into the house at the most challenging times in their life. They are encouraged to make their room their own."

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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