

Care Visions - Burnside Cottage Care Home Service

Stirling

Type of inspection:
Unannounced

Completed on:
16 January 2026

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2004084808

About the service

Care Visions - Burnside Cottage is managed by Care Visions Group Limited and provides care and accommodation for up to three 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 Arnprior, Stirlingshire.

About the inspection

This was an unannounced inspection which took place on 13 January 2026 between 12:30 and 17:00.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to strive to meet the promise. 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 have the rights and voices of children and young people at the heart of their care and support. We know this because on this inspection we:

- reviewed survey responses from young people, professionals, and staff;
- spoke with two young people using the service, and one of their friends and family members;
- spoke with three staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

Voice

We spoke to young people who told us they were included in planning their care. Staff took opportunities to speak with young people on a regular basis. They were skilled at discussing sensitive issues with young people in a caring and nurturing way. We saw evidence of this in care plans and risk assessments we reviewed and we observed warm, nurturing and caring relationships within the house. This was supported by comments from external professionals and family members who commented: "Fantastic staff, they are building very good relationships" and "good work towards positive outcomes." This resulted in significant positive outcomes for young people.

A young person told us: "I don't have to second guess what everyone thinks about me."

Care

Young people were kept safe from harm and supported by a person centred approach to care. A young person told us: "I feel safer than I have ever felt." This was further evidenced with comments from external professionals who told us: "(young person) experiences very person centred care."

A member of staff told us: "When the young people show interest and engage in the activities we will always try to facilitate this."

Positive outcomes for young people were supported by a trauma informed team that were able to identify individualised support for each young person.

Young people were supported in community based groups and education. A member of education staff told us: "Communication between the care home and the school has been excellent throughout. Staff have been highly supportive of the school and have shown a great deal of flexibility when required."

People

Young people's needs were well supported by a staff group who acted on the clear values of the service. The relaxed atmosphere and caring ethos within the house were commented on by young people's family and external professionals who told us: "(young person) has developed positive and trusting relationships with staff, who demonstrate a strong understanding of (young person) individual needs" and "staff are brilliant."

There was a strong ethos of support within the staff group. One member of staff told us: "If I need further assistance with anything professional, I know I can contact my manager and explore options."

The manager had a very good oversight of the service and the provider ensured staff had opportunities for further professional development.

Staff felt well supported and young people told us they knew who they could go to if they had any issues.

Complaints

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

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