

# Care Visions - Woodville House Care Home Service

Broxburn

**Type of inspection:**  
Unannounced

**Completed on:**  
20 January 2026

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2013321888

## About the service

Care Visions - Woodville House is a care home registered with the Care Inspectorate to care for three young people. The service is located in a semi-rural location near Broxburn. The provider of the service is Care Visions.

The home is a large, detached farmhouse with its own grounds and plenty of outdoor space. Inside, it has two floors. Each young person has their own bedroom, and there is a shared bathroom, large communal areas, and space for staff to work and sleep.

At the time of our inspection there were three young people living in Woodville House.

## About the inspection

This was an unannounced inspection which took place on 19 and 20 January 2026 between 10:15 and 18:20 and 09:00 and 17:15 respectively. 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 three young people using the service
- spoke with four staff and management and attended a team meeting
- observed practice and daily life
- reviewed documents
- received survey responses from young people, relatives, staff and external professionals.

## Key messages

- Woodville House provided a warm, homely and nurturing environment.
- Young people were kept safe by committed, knowledgeable and skilled staff who used a proactive approach to risk management.
- Young people experienced therapeutic, trauma informed care.
- Young people's rights were upheld through access to independent advocacy.
- The service had good relationships with external professionals.
- Young people's relationships with their families were prioritised and supported well.

## 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 significant strengths in the care provided and how these supported positive outcomes for young people, therefore we evaluated this key question as very good.

Young people felt safe because knowledgeable staff understood their needs. One parent told us "My child has a great relationship with staff and there are boundaries in place". Staff completed clear assessments that outlined strategies to manage risk, and the service worked well with other agencies to promote young people's safety. Staff received appropriate child protection training and any protection concerns were dealt with appropriately to keep young people safe.

All young people had access to independent advocacy to support them to express their views. This ensured that children's rights were upheld.

Young people experienced therapeutic and stable care which supported their emotional wellbeing. Staff had a robust shared understanding of trauma and therapeutic caring approaches. The nurturing, trauma responsive culture and ethos benefitted young people and helped them to feel safe and loved.

Young people enjoyed warm, trusting and nurturing relationships from those caring for them. Staff interactions with young people were respectful, fun and staff were emotionally available and listened. One professional told us "I have been very impressed by the high quality of relationships evident between staff at Woodville House and young people". We heard examples of supportive relationships continuing after young people moved from the service.

Woodville House had a warm and homely environment. It was spacious and well maintained. Young people told us they liked their bedrooms and we saw these were personalised. The quality of the environment ensured that young people experienced respect.

Young people's health needs were proactively identified. There was effective collaboration with health professionals with appropriate referrals made to ensure young people received the right support. The service had a robust medication practice with effective quality assurance.

Young people were supported to have meaningful connections with their family, and we found that this was a particular strength. The service advocated and worked sensitively with family to meet young people's needs. This resulted in improved outcomes with family relationships being nurtured and strengthened.

Education was valued and all the young people were attending school or college. They experienced a broad range of activities and hobbies that met their individual interests and ambitions.

Staff maximised how well they meet young people's needs and aspirations by using SMART and person-centred plans and risk assessments. The service used creative approaches to involve young people in planning their own goals, capturing their achievements with photographs which helped young people feel empowered and created memories.

There was a clear commitment to providing continuing care for young people and the service had created a continuing care policy. We found that the policy would benefit from clearer guidance on when staff should talk to young people about their right to continuing care. We also suggested including this information in the handbook available to young people.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The service should develop a continuing care policy to set out its responsibilities to provide continuing care to young people and how it will ensure that young people are aware of their right to continuing care up to the age of 21.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HCSC) which state that: "As a child or young person I feel valued, loved and secure" (HSCS 3.5) and, "My human rights are central to the organisations that support and care for me" (HSCS 4.1).

This area for improvement was made on 6 June 2024.

#### Action taken since then

The service have developed a continuing care policy.

This area for improvement has been met.

### 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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