

Care Visions - The Knowe Care Home Service

Lanark

Type of inspection:
Unannounced

Completed on:
29 January 2026

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2016349466

About the service

Care Visions - The Knowe 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 close to the town of Lanark.

About the inspection

This was an unannounced inspection which took place on 29 January 2026 between 12:00 - 15:00 and 18:00 - 20:00.

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;
- spoke with three staff and management;
- observed practice and daily life; and
- reviewed documents.

Key messages

Voice

Young people told us they were listened to and were supported to make a meaningful contribution to their own care. A skilled and committed staff team provided nurturing, experienced and person centred care.

Young people told us staff were always there for them and in addition they were able to speak with external advocates if necessary.

We observed warm and caring interactions between young people and staff and this contributed to meaningful and positive outcomes for young people.

One young person told us "if I had to stay in care this is probably the best place to stay".

Care

In discussion with young people and staff, we observed high quality, person centred care which was supported with well written and individualised personal plans which included young people's thoughts, wishes and aspirations.

Young people were cared for by staff who recognised young people's individual needs. They understood the impact trauma had on young people and this was evident in general discussions and recording of information.

People

The dedicated staff team focused on keeping young people safe and this helped to make a real difference to young people's lives. Care was delivered consistently by an experienced staff group who had a very good understanding of the provider's therapeutic approach to care. This benefited young people in supporting positive outcomes.

Good management oversight and quality assurance was provided and staff told us they were well supported by the management team.

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

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.