

Care Visions - Waterstone Farm Care Home Service

Broxburn

Type of inspection:
Unannounced

Completed on:
9 March 2026

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2007156847

About the service

Care Visions - Waterstone Farm is a care home for children and young people. The service can provide care to a maximum of three children or young people at any one time.

The house is a large, detached farmhouse located in a rural West Lothian setting. The house has spacious shared living areas, a garden and further outdoor space. Each young person has their own bedroom.

About the inspection

This was an unannounced inspection which took place on 9 March 2026 between 09:45 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, families, professionals and staff
- spoke with one young person using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Voice

Young people led decisions about their care. Staff built strong, trusting relationships and listened closely to what was important to each young person to shape individualised plans that supported positive outcomes. One professional told us: "I know staff go above and beyond to support family time for the young person I work with and to enable them to take part in activities within their community." Independent advocacy was available to young people which further ensured their views were of the utmost importance.

Care

The house was relaxed and homely and visitors were welcomed. One professional commented that there was a "lovely feel to the service and the care was immense." Caring adults provided nurturing and consistent care which supported young people to be kept safe from harm. Relationships were key and developed at the right pace for each individual young person.

Young people were well-supported with education and independence skills, and staff spoke with pride about young people's achievements. Young people had fun and enjoyed concerts, trips and holidays. These experiences allowed young people to develop their skills and build confidence.

People

There was a highly committed and knowledgeable staff team who shared values and a goal to provide young people with love, care and respect. Staff understood the impact of trauma in young people's lives and were constantly striving to support young people to reach their full potential.

Staff were well-trained and supported to reflect on their practice which ensured that young people received consistent high quality care. One staff member told us: "I'm really well- supported by our manager and couldn't ask for more."

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).

"My human rights are central to the organisations that support and care for me" (HSCS 4.1).

This area for improvement was made on 5 June 2024.

Action taken since then

The service now has a continuing care policy in place which makes it clear that young people can stay into adulthood and receive the right support in line with The Promise.

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

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 iarrrtas.

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.