

# Care Visions - Duchray Care Home Service

Stirling

**Type of inspection:**  
Unannounced

**Completed on:**  
3 April 2026

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

**Service provider number:**  
SP2003002569

**Service no:**  
CS2006121902

## About the service

Care Visions - Duchray is a care home service for children and young people. The premises consists of a single-storey cottage with a living room, kitchen-diner, garden and parking area. The house is situated in a semi-rural area about two miles from the centre of Stirling, which has a range of shops and community facilities.

## About the inspection

This was an unannounced inspection which took place on 2 and 3 April 2026 between 12:35 and 19:20 and 09:15 and 11:30.

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. No new evaluations (grades) have been awarded.

To prepare for the inspection we reviewed information about the 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 one young adult, 10 staff and one external professional
- spoke with one young adult
- spoke with four staff and managers
- observed practice and daily life
- reviewed documents.

## Key messages

### Voice

People's voices were at the heart of their care, which was strongly tailored to their individual preferences. They told us: 'Staff are always reasonable and will go out of their way to make sure that I am happy, cared for, respected, loved'. Trusting, stable and respectful relationships supported very effective communication and meaningful engagement and meant that people had a say in all aspects on their lives. Greater freedom and autonomy were becoming an increasing feature of the care experience. This was appropriately and sensitively balanced by ongoing support to make informed choices. We suggested more explicit inclusion of discussions with people in their risk and planning records.

### Care

People's safety, security and wellbeing were a high priority. They told us: 'I feel like I am understood, kept safe and protected as much as can be.' Staff were alert to risk and supported people's understanding in this area, including consent and healthy relationships.

People experienced highly nurturing and sensitive care, informed by staff familiarity with what was important to them, their strengths and challenges. This was underpinned by a well-developed framework of therapeutic, trauma-informed practice. The comfortable and homely environment reinforced the message that people were valued. Staff continued to promote more active engagement in life outside the service and development of life skills to support successful transitions from Duchray.

### People

People commented very positively on the manager and staff team and valued their support. Leadership was visible and effective and provided clear direction for staff, who were well supported to provide high quality care. This included a range of relevant training opportunities. Low turnover in the service meant that people benefitted from very stable and consistent care and promoted a sense of worth. Staffing levels reflected people's needs.

Quality assurances processes contributed to ongoing improvement. The comprehensive development plan had a strong focus on individualised care and achieving positive outcomes and experiences through implementation of the practice framework.

## 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).

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