

Care Visions - The Old Manse Care Home Service

Broxburn

Type of inspection:
Unannounced

Completed on:
20 April 2026

Service provided by:
Care Visions Group Limited

Service provider number:
SP2003002569

Service no:
CS2023000373

About the service

Care Visions - The Old Manse is a care home registered by the Care Inspectorate to care for two children and young people. The service is located in a semi-rural location near Broxburn. The home is spacious and set within a large private garden. Each young person has their own bedroom, there are communal living areas and space for staff to work and sleep.

About the inspection

This was an unannounced inspection which took place on 20 April 2026 between 10:00 and 18:15.

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 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 two young people using the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Voice

Young people's voices were at the heart of all aspects of life in The Old Manse. Care and support was shaped around each young people's needs and preferences. This resulted in support that was highly individualised. Staff built trusting and caring relationships with young people. They invested time, patience and emotional availability which meant young people felt safe, valued and respected. Young people told us staff listened to them and we saw that young people were able to express their views confidently. Independent advocacy was also being provided which further ensured young people's views were of the utmost importance.

Care

Staff at The Old Manse provided thoughtful and nurturing care and understood young people's individual needs well. Hugs, laughter and playful interactions were evident, which contributed to a warm, relaxed and homely environment.

Meaningful connections with families and others who were important to young people were supported and actively strengthened. Young people told us the service welcomed their families and friends and this was important to them. This promoted stability, belonging and emotional security for young people.

Young people were well supported with education and independence skills. Young people experienced different activities and were planning holidays, which allowed them to broaden their horizons and build confidence.

People

Young people were cared for by a committed staff team who were knowledgeable, well trained and supported. All staff were trauma informed and a therapeutic caring approach was used which meant young people received consistent predictable care.

There was very good managerial oversight of the service and staff team to ensure there was a good balance of knowledgeable staff to meet the needs of the young people. Staff told us they felt very well supported. This contributed to young people experiencing a high standard of care.

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

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