

Care service inspection report

Full inspection

Fair Deal Housing Support Service

355a Tormusk Road
Castlemilk
Glasgow

Service provided by: Fair Deal

Service provider number: SP2004006487

Care service number: CS2004071123

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

After reading support plans, observing staff practice and speaking to clients we decided that staff were very motivated, experienced and committed to delivering a high standard of care.

Clients said that they were encouraged to make choices, be independent, live in their own home and be involved in the community. Clients told us that staff were reliable, consistent and quick to act on their comments.

We found that the service placed a strong emphasis on community involvement and inclusion and was committed to developing resources, such as a community garden and accessible leisure activities, that could be used by anyone in the community.

What the service could do better

Everyone working in the service showed a strong commitment to making sure that clients are fully involved in the community and the service should continue to look at further opportunities in this area.

What the service has done since the last inspection

The service has continued to develop a wide range of community based activities and was working in partnership with a number of agencies including: Gal Gael, Castlemilk Community Spaces, Fernhill Community Centre and Business Jobs in Glasgow, to meet people's needs and aspirations.

The service continues to expand its services to people who previously attended Local Authority day centres and has been nominated for the Castlemilk Community Achievement Award. This is in recognition for the work done towards improving the life opportunities for people living in the local community. This is in addition to the 2013 Evening Times Community Champion Award and the 2014 Streets Ahead Award.

The service has started to support young people through the transition from children's to adult services and are piloting this with "Values into Action Scotland" in 2015.

Conclusion

When speaking with staff it was evident that they put client's best interests first, making sure that they meet people's expectations and needs. We saw this when staff were working with clients and by reading support files.

By providing a range of support staff help people be part of their community and live in their own home securely, independently and healthily.

We thought that clients were very confident about exercising choice, and that they were provided with individualised care and support to improve their life opportunities.

1 About the service we inspected

Fair Deal is a combined Housing Support/Care at Home service that supports clients with a range of support needs.

There are two distinct parts to the service. The "core support" team provide assistance with household tasks, medication and shopping while the "community connections" team help people socialise, set up a gardening group, access further education, volunteer and build friendships in their local area. Volunteering is supported by the service's Volunteer Group and Volunteer Coordinator.

Fair Deal's Social & Leisure group supports clients to take part in a range of activities, such as a News & Media group, Day Trips, "Blether" drop in café, Sunday Lunch Club and Art. To make sure that clients are not isolated, groups are open to anyone in the community who wishes to join.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This care service was previously registered with the care commission and transferred its registration to the care inspectorate on to 1 April 2011.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or

orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This report was written by following an unannounced inspection which took place on Wednesday 24 June and Tuesday 7 July 2015.

During this inspection information was gathered from a number of sources:

We spoke at length with the manager, staff, clients and visiting health/social care professionals and visited a community based group

We looked at:

Outcome Based Support plans (My support my choice).

Review minutes.

Daily notes.

Risk Assessments.

The company's website. (www.fair-deal.org)

Fair Deal support questionnaire.

Returned staff, client and carer questionnaires.

Notifications to the Care Inspectorate.

Training records and planner.

Evidence of staff supervision and appraisal.

Staff and client meeting minutes.

Cluster meeting minutes.

Returned self assessment and annual return.

Registration Certificate.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the manager.

We were satisfied with the way this had been completed and with the information provided.

The manager identified what the service did well, areas for development and any planned changes.

Taking the views of people using the care service into account

Returned care standard questionnaires and discussions with clients showed a high level of satisfaction with the service. There comments are included in the report.

Taking carers' views into account

Returned care standard questionnaires showed a high level of satisfaction with the service. There comments are included in the report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service."

Service Strengths

At this inspection we spoke with the manager, staff, visiting health/social care professionals and clients sat in on a planning meeting, visited community based services and read: support files, review minutes, personalisation implementation and monitoring group minutes, satisfaction questionnaires and subsequent audit/action plan. We decided that the service continued to consult and encourage participation very effectively.

Clients were keen to be involved in the inspection saying that staff were approachable and respectful, helping them feel at ease when receiving assistance and in control of their support package:

"Staff are always there when they should be."

"I am always asked for my opinion."

"Staff always have time to talk and listen."

"Staff are very helpful."

The service has a very strong commitment to community involvement and engagement and was found to be continually looking for new, innovative ways to provide support and establish joint working with both statutory and voluntary organisations.

We found that staff worked to have a positive impact on people's lives and that client's opinions were sought and acted on. This can be evidenced when support is designed around, and changed to meet, clients' wishes and goals such as gaining qualifications, volunteering, planning a holiday and socialising. To make sure that the service is responsiveness to client wishes staff teams have a high degree of autonomy.

The service uses a range of methods to obtain clients and relatives views about their support and the service such as: web site, parents and carers forum, planning meetings, satisfaction questionnaires, attending the service's Annual General Meeting, personalisation implementation and monitoring group meetings and regular discussion between the client and their staff team.

We saw that staff teams hold regular planning days with relatives, clients and health and social care professionals to discuss what has been achieved and what new goals have been identified. We had the opportunity to sit in a planning meeting and found a wide range of matters being discussed and action agreed. While the client had decided not to attend it was clear that staff knew them well and were able to advocate on their behalf.

The service's web site (www.fair-deal.org) provides a wide range of information and details about developments and upcoming events.

Questionnaires give people the opportunity to comment on developments, staffing, the quality of the service and raise any issues. We saw that returned questionnaires were analysed with an action plan being written to address areas of development. We saw that questionnaires made very good use of graphics and were written in an accessible manner using large print and plain language. Independent advocacy services were involved in designing, auditing and writing the action plan. This helps make sure that client's opinions are taken account of when developing services.

By doing this people are given information about the service, its strengths and areas of development. We saw that action plans noted who was responsible for action and by when. We saw evidence of people's comments being used to improve and develop the service.

To make sure that clients get as much from the service as possible they are involved in deciding who will provide their support and can ask for a change of support worker. They said that this helped them feel comfortable with the support being provided as personal relationships played an important part in people's confidence and wellbeing.

When we visited a community based group and spoke with clients in the main office it was apparent that they, the client, had a relaxed and comfortable relationship with staff. The latter were seen to be respectful and attentive. By doing this staff show that they are listening to people, making them feel relaxed and in control of their support.

Areas for improvement

The service should continue to build on very good practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

"We respond to service users' care and support needs using person centered values."

Service Strengths

At this inspection we spoke with the manager, staff, visiting health/social care professionals and clients sat in on a planning meeting, visited community based services and read: support files, review minutes, and personalisation implementation and monitoring group minutes. We concluded that the performance of the service was very good for this statement.

We found that staff were experienced, knowledgeable, friendly and very respectful. We decided that they worked well at both team and organisational level to meet client's needs, displaying a positive and open approach to each other and the job in hand. To help people get the most benefit from the service each client has a core group of workers, who liaise with: social, health and housing agencies and families and make sure records are up to date and that the client has their goals and aspirations worked towards and met.

To make sure that the service is right for them and before receiving support people are given information about the support that can be provided, staff, how to complain, opportunities for participation, and their rights and responsibilities. This is written in an easy to understand manner, making good use of photographs and graphics.

When we visited a community based service and spoke to clients visiting the office we saw that staff had built good relationships with clients and were aware of people's' preferences, choices and means of communication.

When we spoke with clients they were positive about the commitment shown by staff and about the quality of the service they receive. People told us how the quality of their lives had improved since receiving support from staff:

"The staff are very good and help me get on with my life."

"Staff come on time and are reliable."

"I have a good staff team."

We found that staff placed an emphasis on the rights of clients as citizens and promoted person centred practice. They did this by ensuring people maintained a community presence and were supported to be active members of society by: advocating for others, volunteering, establishing close links with a number of voluntary and statutory agencies, leading community based groups and being involved in developing the service and their support. Clients had been involved in various drama and arts and craft groups and were going to showcase their achievements in a community hall. By doing this the wider public are given the opportunity to see peoples achievements and skills.

Each client has a "My Life My Support" plan and are fully involved in its development and implementation. We saw that nothing is acted on without their, the clients, involvement and agreement. When we read "My Life, My Support" plans we saw that they were clearly written, laid out in a standard format, easy to follow and contained a range of information about the clients goals and aspirations. Plans evidenced that support is reviewed at least once in every six months, and changed to meet clients' developing support. We saw that there was a strong focus on positive outcomes for the person concerned.

The service encourages client's entrepreneurial spirit, having supported people to: set up a car wash, provide a catering service, volunteer at the Commonwealth Games and become involved in horticulture. The service had invited Business Jobs in Glasgow to speak to clients and staff regarding business development opportunities. This shows that the service aims to have a positive impact on client's lives and looks at ways for people to become independent and self reliant.

Areas for improvement

To continue to build on very good practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of staffing in the service."

Service Strengths

At this inspection we found that the performance of the service was very good for this statement.

The service has revised its recruitment process and developed a new "operations recruitment process". This outlines that recruitment will be on a client by client basis with new staff being recruited into a specific team. Clients will be involved in the recruitment process and will write a number of specific questions to put to candidates. By doing this the service hopes to ensure a positive match between clients and team members at all times.

Fair Deal held a recruitment information session in July 2015. At this candidates were paired with clients and undertook a number of exercises and tasks. This helped identify candidates that would progress to a formal interview.

Please refer to Quality Theme 1, Statement 1 for further details.

Areas for improvement

Please refer to Quality Theme 1, Statement 1 for further details.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

Service Strengths

After speaking with the manager, staff and clients, sitting in on a planning meeting and reading training records and meeting minutes we decided that the service was operating to a very good standard for this statement.

To make sure that staff work to the service's expectations Fair Deal has a range of policies that support staff practice and development including: induction, learning and development, supervision and recruitment. We saw that these are regularly reviewed and updated.

In conversation we found that staff spoke with respect and consideration of clients and relatives, reflected on their practice and had a clear understanding of the service's aims and objectives. Staff practice ensured that client's rights were respected and stereotypes challenged by, for example, supporting people to find employment, volunteer, gain qualifications and have a community presence.

The service has developed a number of in-house qualifications and training courses covering areas such as grass cutting and horticulture. These courses are modular allowing people to build them at their own pace. By doing this the service helps people gain confidence and build a sense of achievement.

We found that the manager and organisation saw training as an important element in maintaining high standards and an ethos which promotes respect. Training records show that staff receive a range of training including: service leadership, systematic leadership, taking meaningful risks, Keys to Life and Scottish Vocational Qualifications in Social Care (levels 3 and 4). When we spoke with staff they said that training places an emphasis on the rights of clients as citizens and active participants in their community. Staff said that the outcomes of training had improved by using external trainers and facilitators.

As noted above staff have received training addressing the core principals underpinning the Scottish Government's Keys to Life agenda. Staff could explain how this had an impact on their work and the support they provided.

To make sure that staff maintain good practice there is a programme of team meetings and individual/group supervision. Records show that staff discuss a range of practice issues, are provided with "Staff Briefing" information and that they are set clear goals and learning targets. This shows that the Fair Deal is committed to making sure that staff show respect for, and have a positive impact on, clients' lives. Briefing notes informed staff of, amongst other matters, organisational developments. These are used to make sure all staff are kept informed.

When we read incident logs and notifications to the Care Inspectorate we saw that poor practice was addressed and disciplinary procedures used as required. We saw that the SSSC was notified, as appropriate, when staff were dismissed.

Areas for improvement

To continue to build on very good practice.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

"We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service."

Service Strengths

After speaking to the manager, staff and clients we decided that the performance of the service was very good for this statement.

We saw that clients and carers have regular meetings with directors, management and staff and have a strong role to play in developing and monitoring the service. We saw that the service worked to address any concerns raised by clients, carers or staff and were very open to their approach in this area.

Please refer to Quality Theme 1, Statement 1 for further details.

Areas for improvement

Please refer to Quality Theme 1, Statement 1 for further details.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

"To encourage good quality care, we promote leadership values throughout the workforce."

Service Strengths

After speaking with the manager and staff, sitting in during a planning meeting and reading core support board reports and the services training plan we found that Fair Deal had an open culture where staff feel confident discussing practice issues and service developments. The service was operating to a very good standard for this statement.

When we spoke with the manager we found that the organisation had a very positive approach towards promoting and encouraging staff development, telling us how the service monitors and evaluates performance by using supervision and appraisal meetings.

When we spoke with staff they told us that the service has a transparent, open and respectful culture and that they are encouraged to apply for promoted posts and develop their skills and expertise. One example of this is the development of lead roles within team clusters. Those holding a lead role take on delegated tasks to ensure the smooth running of care packages. By developing this role staff are given the opportunity to expand their skills and competencies. Staff with a lead role also attend personalisation implementation and monitoring group meetings to ensure that clients outcomes are being worked towards.

When we spoke with staff they said that:

"Promoted posts are open to everyone."

"I feel the lead role is a good development as it gives you a chance to see what you are capable of."

"Managers are very open to new ideas and happy to let you put ideas into practice."

"Very supportive."

The benefits of this culture for clients is that staff are willing to "go the extra mile" when supporting people, often in their own time.

When we sat in on a planning meeting we found that staff listened to suggestions, accepting advice and guidance aimed at improving outcomes for clients. Staff appeared to be relaxed in each others company and willing to exchange ideas in an open and honest manner.

We saw that good practice is rewarded and that staff are provided with a range of training such as Scottish Vocational Qualifications. A number of training courses helped to shape leadership values within the team.

Areas for improvement

The manager should continue to look at ways to promote leadership values in the service.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

5 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

6 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

7 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

8 Enforcements

We have taken no enforcement action against this care service since the last inspection.

9 Additional Information

There is no additional information.

10 Inspection and grading history

Date	Type	Gradings
30 May 2014	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 5 - Very Good
31 May 2013	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 5 - Very Good
31 May 2012	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing 5 - Very Good Management and Leadership 5 - Very Good
22 Oct 2010	Announced	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
15 Jan 2010	Announced	Care and support 6 - Excellent Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
17 Dec 2008	Announced	Care and support 5 - Very Good Environment Not Assessed Staffing 4 - Good Management and Leadership 4 - Good

To find out more

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