

Fair Deal Support Service

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Type of inspection:
Unannounced

Completed on:
25 May 2018

Service provided by:
Fair Deal

Service provider number:
SP2004006487

Service no:
CS2004071589

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Fair Deal is a social enterprise company providing assistance and support for people with learning disabilities. It is registered with the Care Inspectorate to provide a combined housing support and care at home service to people who have a range of support needs. At this inspection, we evaluated the care at home part of the service.

There are two distinct parts to the service: the core support team provide assistance with household tasks, medication and shopping and the community connections team help people socialise through a number of initiatives to make sure people do not become isolated.

We thought that Fair Deal was very innovative and community-focused in its approach and service development.

What people told us

We spoke with people during our inspection and received many supportive comments about the service and the staff team.

We received more favourable comments from people who completed our care standards questionnaires. These included:

'Since coming here one year ago, I love it here, the staff are 10 stars, my life has changed so much.'

'I feel at home here as all the staff are brilliant.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the service's improvement plan and quality assurance documentation. These demonstrated the service's priorities for development and how they monitored the quality of provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

People should experience high quality care and support that is right for them. We found the service was delivering care to people resulting in excellent outcomes. Examples of this included the consistent quality assistance people received to maintain and live in their homes. We observed warm, compassionate and nurturing care and support.

Staff displayed genuine care and respect for people experiencing care, in-depth knowledge of people's individual needs and great awareness of what was important to them. They could, therefore, provide a very person-centred type of support that was responsive to people's changing needs. This enabled people with learning disabilities to live life in their homes as, and where, they wanted.

We expect services to be approachable to people experiencing care and try to accommodate their wishes whenever possible. Feedback was received through a range of methods and it was used to improve outcomes for people, as well as making wider improvements. We noted very high levels of satisfaction with the quality of the service.

It is important that people experiencing care are fully involved in developing their personal plans, which identify their personal goals and needs. We saw that personal plans contained clear and comprehensive information on what mattered to each person and why these things were important; how to work towards these outcomes; and who would be involved, when and where. One person commented: 'I have as normal and independent a life as I can, I make my own choices and I get the right level of help. The staff are so kind to me, they are like friends.'

People who experience care should expect that the service is managed and led well and that there are systems in place to regularly check the quality of the service and improve it. We found that the leadership at the service was very effective, and the managers and leaders were visible role models and very enthusiastic about what they did. They actively sought to achieve the best possible outcomes for people experiencing care.

The management team provided strong leadership and support to a well-trained, skilled and motivated staff team. The promotion of positive leadership values echoed throughout the staff team and we heard examples of how team leaders responded quickly and constructively to support staff practice. It was clear that people experiencing care benefitted from a supportive, inclusive and respectful culture.

People should benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. From the evidence we have examined at this inspection, we could see that there was an assurance to continually improve the quality of the service for the people who use it. People told us they were very comfortable giving feedback and raising any concerns, as they knew they would be acted on without negative consequences.

The service excelled in its involvement of the 'dream team' advocacy and quality group, made up of people experiencing care and an independent advocate, in their quality processes. The group had been integral to the service attaining accreditation from Investors in People at gold standard and an international standard award for quality management systems. The 'dream team' regularly helps give people experiencing care a voice and a say in how they get their service. This meant people could have confidence in the way the service was managed and be confident that their views informed the development of the service.

What the service could do better

The service should continue to monitor and work to build on, and improve on, the standard achieved in these areas. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these. The service maintains a robust improvement and development plan, which is shared with people experiencing care and key stakeholders. We suggested that where areas for improvement are identified, they should be included in this document

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Inspection and grading history

Date	Type	Gradings
25 May 2017	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good Not assessed
17 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good Not assessed
7 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
30 May 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
31 May 2013	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
31 May 2012	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed 5 - Very good 5 - Very good
22 Oct 2010	Announced	Care and support Environment Staffing Management and leadership 6 - Excellent Not assessed Not assessed Not assessed

Date	Type	Gradings	
15 Jan 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

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