

## Fair Deal Housing Support Service

355a Tormusk Road  
Castlemilk  
Glasgow  
G45 0HF

Telephone: 0141 634 4996

Type of inspection: Unannounced  
Inspection completed on: 25 May 2017

**Service provided by:**  
Fair Deal

**Service provider number:**  
SP2004006487

**Care service number:**  
CS2004071123

## About the service

Fair Deal registered with the care Inspectorate to provide a combined Housing Support/Care at Home service to people that have a range of support needs.

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

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 and networks in their neighbourhood.

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 cafe, 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](http://www.careinspectorate.com).

## What people told us

During the inspection clients told us that they were happy with the service and staff:

Returned care standards questionnaires noted:

"Fair Deal have been excellent since they have started to provide support."

"My relative enjoys going to the venue and is very happy with the service."

"No complaints."

"Fair Deal has been great in all the years I have had them."

Comments from two questionnaires were discussed with the service who said they would contact the individuals involved to discuss points raised.

## Self assessment

The service was not required to submit a self-assessment.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

During this inspection we found that Fair Deal (the service) had a very positive impact on both the client and their families lives. We found that the staff, manager and directors had clients at the centre of their work.

From our discussions with clients and staff we found that the service achieved very good outcomes.

When we observed staff and clients together we saw friendly, supportive and person centred interactions. It was clear that staff worked well to maintain peoples health and promote social inclusion, choice and control. They did this by supporting clients to:

- Set up their own business,
- Maintain a tenancy,
- Have a say in developing and growing the service,
- Go to college,
- Use public transport,
- Volunteer at Celtic football club,
- Use technology to free up support time,
- Have a community presence and voice.

When we read support plans we found them to be person centred and outcome focused. They provided a clear picture of the client, their support needs, what was important to them, protocols to be followed and their expected outcomes. We saw that the service had very good relationships with health, housing and social care professionals, such as care managers, housing officers, community police and GPs. If a client is unwell the service will contact appropriate services and follow their advice. Daily notes were well written giving a clear picture of the support provided.

Training records and discussions with staff showed that training was given a high priority. Staff were undertaking training during the inspection. In addition to core training staff had been provided with additional courses to meet clients needs, for example:

- Management training (team leaders),
- Dementia awareness (Stirling University),
- Autism,
- Asperger's awareness
- Scottish Vocational Qualifications in Social Care.

The service was planning to support older people but would only do so after staff had received dementia training.

We found that there was a programme of audits, team meetings, supervision and appraisals.

The manager and staff were aware of the need to register, when required, with the Scottish Social Service Council (SSSC) and to keep their training up to date. Fair Deal were developing systems to make sure that, when staff are registered, registrations are maintained and up-to-date.

Staff described an open management culture, saying that they felt valued and that they were encouraged to develop their knowledge and practice.

## What the service could do better

The service should continue to look at innovative ways to provide a service.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
17 Jun 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
7 Jul 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
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

Date	Type	Gradings	
		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

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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iartras.

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.