

Fair Deal Housing Support Service

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Castlemilk
Glasgow
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Type of inspection:
Unannounced

Completed on:
16 October 2019

Service provided by:
Fair Deal

Service provider number:
SP2004006487

Service no:
CS2004071123

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available 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 registered to provide a housing support to adults and older people with physical disabilities, learning disabilities and mental health needs living in their own homes.

The service's office base is located in Castlemilk, and support is provided to people living across Glasgow though predominately in South Glasgow. The service operates seven days per week, and support can range from a few hours per week to 24 hour support.

Fair Deal offers a range of activities and support for people who may wish to use their individual budget to buy what support they need. This gives people more choice and control over the services and support they receive, how they are supported and when that support takes place. Supports included: 24 hour support to enable people to stay at home maintaining their own tenancy; day opportunities; short breaks and maintaining community connections within local areas.

The staff team consisted of the registered manager of the service, six team leaders and one senior support worker who support a staff compliment of 110 support workers with most working part-time hours.

We visited community projects in the Fernhill, Castlemilk and Battlefield areas of Glasgow as well as individuals being supported in their own homes in Castlemilk.

Fair Deal's aim is "to enable people to lead full and inclusive lives in society" they say they will achieve this by "empowering people to make choices, develop skills, abilities and relationships, and be valued as equal members of society. We will enable people to come together to campaign and influence strategies and policies which affect their lives, at both local and national level to promote positive change."

What people told us

We received 20 questionnaires and met with approximately 30 people experiencing the service during the inspection. All those we spoke to were positive and complimentary about the service. Comments from people about their experience of the service included:

"I'm happy that the individuals in my son's support team are all very positive, encouraging and have formed a solid relationship with my son."

"Fair Deal has always given good support and workers."

"Very happy with the service. Staff are all friendly and professional. I would like to see them expand the sports club to be available throughout the week."

"This is a great service and every support worker has been amazing and has time for our boys."

"I like the cooking group. We get out shopping to get the things we need for this."

Self assessment

not requested

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

People should experience high quality care and support that is responsive to their needs, likes and dislikes.

We found the service continued to deliver care to people resulting in excellent, person centred outcomes for individuals. The culture within the organisation meant the person who received support was at the centre of what the service did. For example, they had a quality assurance forum which service users attend, supported by advocacy called "The Dream Team". This allowed people to feel confident that their views inform the development of the service.

Support ranged from a couple of hours per week to 24 hour support 7 days per week, with people being supported on a 1:1 basis or attending various group initiatives in their local community. People told us "having support from Fair Deal makes a big difference, it helps me get out and about". This allowed them to remain connected in their local communities as well as maintaining social connections, learning new skills and providing respite for families.

We visited three of the group activities during our inspection. Feedback from those attending the groups was very positive, for example "I like the cooking group. We go out to the shops and get the things we need for this," and people were keen to show us their achievements in art work, cooking and baking. We saw people experience support that promoted independence, dignity, privacy and choice at whatever level they were able to participate in. Staff demonstrated an excellent knowledge of the preferences and wishes of individuals using the service, for example they were aware of the unique communication needs when interacting with people with varying learning disabilities.

The cooking group was attended by a group of young men with varying support needs. They were enthusiastically testing soup recipes to enter the local "Castlemilk Soup Off" where they came joint first last year. Those attending told us they "enjoyed meeting their friends" and it was evident from our observations and feedback from families that relationships as well as social and practical skills were being developed through this initiative. Some people had gone on to achieve a qualification in food hygiene through the Royal Environmental Health Institute, whilst others had secured volunteer roles in local cafes promoting their independence, and enabling them to contribute to their local community.

As well as the community and group supports, the service provided support to people living with complex physical and learning needs helping them to stay at home and support their own tenancy within their local communities. They were participating in an innovative community pilot with Glasgow City Health and Social

Care Partnership and other service providers, testing the use of assisted technology to monitor and support people overnight in their own homes. This supported people in maintaining their independence, positive risk taking whilst keeping them safe. This enabled people to benefit from different organisations working together. People told us they "liked having the security of knowing someone was at the end of the buzzer".

Personal plans should reflect the needs and wishes of people experiencing care and inform how they receive care and support. The personal plans were based on people, plans and possibilities with the focus on person centred planning. The personal plans we reviewed were excellent. We saw people's plans were detailed and reflected their wishes and preferences. They demonstrated how structure and routine was important for the supported person and directed staff clearly on how to support individuals whilst allowing people to live as full and active a life as they wanted. An excellent example of this was one individual with complex physical and learning needs who told us he had attended a concert of his choice the previous evening and was able to enjoy having a beer whilst out. The service showed a very good understanding of how each individual's needs and mood can fluctuate from day to day and can affect the support required. There was flexibility to allow a positive outcome to be achieved for individuals each day while keeping the person and staff safe. People using the service and families were involved in developing and reviewing plans with regular input recorded from both, as well as detailing clinical support needs with input from health professionals, for example: physiotherapists, occupational therapists, district nursing and mental health professionals. This ensured that people were heard and staff responded positively to them and their changing needs.

We observed a highly motivated, positive group of staff who had a genuine regard for the people they support. Staff benefitted from having a structured induction programme with regular planned meetings with their line manager to establish if additional support, training or development was required. We saw that staff were offered extensive training opportunities and if they identified any training needs these requests were acted on quickly. A good example was given of staff requesting Mental Health First Aid training and within three months all staff were allotted training sessions on this. The service organised for the external provider of the cooking group to have "easy read training" to enable her to adapt recipes and menu planning for the people attending. This ensured that people could be confident that staff providing their care and support are trained, competent and skilled. A staff recognition award scheme had been introduced which allows staff and people using the service to nominate staff who they felt had gone "above and beyond". Feedback was regularly sought from those supported to be included in staff supervision and reflection sessions.

We were pleased to see that people who use the service are involved in the recruitment process and get the opportunity to interview proposed support workers for their team to ensure compatibility where possible. There was a recruitment policy in place which should ensure that people using the service are confident that those supporting them have been appropriately and safely recruited. However we noted that this was not being applied consistently. **(See recommendation 1)**

What the service could do better

Direct observation of staff practice is part of the induction and is a good method of providing feedback to individual staff and evaluating learning. However, the service could consider incorporating this as routine practice with experienced staff as part of their supervision structure. This allows people to have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

(See SSSC Supervision Learning Resource <http://www.stepintoleadership.info/assets/pdf/SSSC-Supervision-learning-resource-Sept-16.pdf>).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure that staff are safely recruited and in line with the best practice guidance, 'Safer Recruitment Through Better Recruitment' (Scottish Government's national guidance November 2016), the provider and manager should ensure that:
 - a) any gap(s) in employment history are discussed and recorded at interview
 - b) interview notes reflect decision making process at interview
 - c) all relevant pre-employment checks are carried out with professional bodies and staff are supported to register and remain so.
 - d) References always include last line manager.

This ensures care and support is consistent with the Health and Social Care Standards, which state "I am confident that people who support and care for me have been appropriately and safely recruited". (HSCS 4:24)

Complaints

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

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
25 May 2017	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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 Staffing 5 - Very good

Date	Type	Gradings	
		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

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