



Fairdeal
my support my choice

Quarterly Newsletter Issue 09 April 2018

Welcome to Fair Deal's spring newsletter. We hope that you enjoy reading and finding out more about the organisation and what we are up to.

In this issue: ~Night Time Support ~Travel Initiative ~IIYP ~IIP ~Spotlight on Michael Woods
~Torbrae ~Blogs ~Carers Evaluation Feedback ~ISO 9001 2015 ~100% Attendance

SOL CONNECT ...is live at Fair Deal

As you know we have been trialling the SOL connect system at 77 Stravanan Road from July 2017. This has now been live from 29th January 2018 which means that the night time support at 77 Stravanan Road is no longer provided by a sleepover but by SOL connect and their responder service.

The 4 people who required a sleepover at 77 all now have access to SOL technology and the "big green button" which means they can contact SOL staff at anytime throughout the night by pressing the green button and they can let them know if they have any issues.

To date we have not had any issues highlighted by the people using SOL technology.

If an issue did arise for people the staff at SOL would try to resolve this however if it required someone to attend at the person's home then a responder would be sent out to help deal with the situation. Each person also has a smoke alarm which goes straight through to SOL which is an additional safety precaution.

Initially we had some technical problems but these have now settled down and people seem comfortable with SOL Connect and their staff.

Some quotes from staff and people who are using SOL:

"It's working ok and the SOL staff are lovely" Sharon

"It's working well and people we support are using it well" Ann Conway

"It's good, no problems, working much better now" Georgie Smillie

"I feel so far SOL is working well for people & has made them more independent than we as a staff team could actually have imagined" Diane Platt



Fair Deal Travel Initiative

"Vamos – Let's go"

This is an initiative we have been talking about for a number of months. The purpose of this project is to:

- Identify alternative options to current transport arrangements for people who use a taxi to attend Fair Deal's social and leisure opportunities
- Reduce the escort hours deployed by the organisation for each journey which is averaging 1250 hours per year
- Introduce a programme promote independent travel skills

So what have we done so far? we have:

- Engaged Sara Fellows an independent consultant, to manage the project
- Met with all Fair Deal staff who work at Nethercraigs to update them on the initiative
- Met with families who would be within scope of this project to talk with them about the proposal and listen to them about any concerns they may have about the changes
- Carried out research on vehicle types, insurance and data control systems
- Contacted people who use the transport to be involved in a focus group to ensure the transport meets their needs

- Submitted funding applications

Opportunities going forward for Fair Deal staff if funding is in place would include:

- Training to drive the new vehicle
- Training in systematic instruction - teaching people to travel independently

Spotlight on Michael Woods

In September 2017 a group of 8 volunteers from Scotland flew out to visit Nightingales Children's Project in a place called Cernavoda in Romania. This project was set up in the late 90s to help young kids that were housed in the orphanage system, a lot of them had physical and learning difficulties (which are not diagnosed even to this day) as well as HIV.

The charity I volunteer with is called Stand International which means start a new day. We visit and do work in various Eastern European countries.

We have worked in Romania for the last 6yrs, first in the Romany Gypsy camps and for the last 4yrs at Nightingales. In September we focused on re-

roofing a house in which 5 young people who were in the orphanage system now live looked after by a house mother and nightingales.

The team worked very hard in 35 degree heat to strip the leaking roof and totally transform it so the young people can have a dry house in which to live in.

Adriana and Baba to name but a few worked really hard in helping us load the roof tiles onto the roof. We ate some lovely Romanian food provided by the lovely ladies who look after them.

Over the course of the 2 weeks we also visited a prison for a football tournament.

The tournament was set up by Ben Wells (who now runs and does great work with Nightingales) The project has now evolved to work with a lot of

young girls at risk of people trafficking which is a major problem in Cernavoda.

Ben's wife Louisa does some great work to educate and help them realise their potential in life. When the 2 weeks were over I must admit there were a lot of tears and job satisfaction as we had grew really closely with the young people. I'd also like to thank Fair Deal who made the visit to Scotland really special for nightingales and hosted a lovely day at Fernhill for them. They absolutely loved the experience and it made them feel special.

Michael Woods, Support Worker

If you are involved in anything that you want us to share please let us know by emailing Ann Marie Docherty.

Torbrae

In previous months we have spoken to you about a proposal to look at the use of the former Torbrae Nursing Home in Castlemilk.

We have just secured funding to conduct a feasibility study on the use of the building. We will be working with CEIS [Community Enterprise In Scotland] and will report back in our future newsletters.

Blogs

Our CEO has been preparing a regular Blog to keep our staff updated on key developments and these are receiving positive feedback. Ann Marie will continue to prepare these and send out to the staff team and we continue to upload to the website.



ISO Assured—ISO 9001: 2015 Quality Management

Well we did it! We met the above standard and were accredited on 5th April by Russell Harrison. The process was thorough and we have come through with some observations and areas for improvement which will be reviewed at our audit in 2019.

Thank you to everyone for their continued support with this piece of work.



Investor in Young People [IYP]

“The Scottish Government partnered with people management specialists Investors in People Scotland to create a new accreditation framework: Investors in Young People. This framework seeks to reward and recognise employers who demonstrate excellence in recruiting and retaining young people” We undertook our 1st assessment against the second generation Investors in Young People Framework in February and we opted to be assessed against the wider Advanced framework. The IYP assessor was onsite with you on 9th March 2018 when she met with 12 staff that we had previously agreed were in the scope for this activity, and additionally had a telephone call with one of our Board members. The discussions concentrated on the extended framework in looking at how the organisation attracts, recruits, supports, guides, develops and retains young people. Recommendations from the assessment Include:

- Recruit a young person to the Board of directors
- Strengthen links with schools
- Develop a young people's strategy
- Identify a mentor for new employees

Feedback from people interviewed said that their line manager was:

- *Approachable, Understanding*
- *Supportive – “check we are okay”*

- *Good at keeping staff well informed*
- *Organised*

Outcome:

“Having carried out this assessment in accordance with the guidelines provided by Investors in People Scotland, I am delighted that you have met the higher level requirements of the Investors in Young People Award at **Silver** level for which I offer you my deepest congratulations. Accreditation will remain in place until March 2021. Alix Malcom, external assessor”



IIP [Investor In People]

We will be assessed in May 2018 by IIP. In preparation for this we are working with IIP to further develop our values and have two sessions in April to complete this piece of work. The assessment will be held on May 10th & 11th. The assessor will be here for the 2 days and will be inviting Fair Deal staff to meet with her. The meetings will be a combination of individual meetings & small group meetings. Before we meet up, everyone will receive a survey from IIP and I would urge you to complete the survey and return to IIP. Alternatively If you would like help to complete the survey you can come to the office where we will be happy to help you complete it. This will provide vital feedback and will inform the outcome of the assessment.

We are in our 17th year of being an IIP accredited organisation.

Staff with 100% attendance in the year 2017-2018

Congratulations to the staff below who have had 100% attendance in the past year!

Angie McGuire
Ann Marie Docherty
Anne Shankley
Bernard Donoghue
Catherine McHendry
Cathy Barnwell
Chelbie Donoghue
Christina Findlay
Clive Marufu
Daniel O'Neil
Dawn Clarke
Fadi Tannir
Gail Cochrane
Graham Smith
Heather Rooney
Ina Reilly
Jackie McCowan
James Thomson
Janette McCann
Janet McGowan
Jean Cairns
Kenny Daly
Lesley Kilcullen
Lizzie Currie
Margaret Ewing
Margaret McNab
Margaret Rigley
Marion Sutherland
Matt Leonard
May McGarvey
Nuala McNamee
Patricia Burns
Pauline Martin
Pauline Melvin
Sharon Derby
Stevie McArthur
Susan Corbett
Suzanne Mulheron
Vaai Cummings

The incentive payment for the people above will be made in the May salary.

Carers Evaluation Feedback



How do we know we are getting it right for the people we are working with and their families?

Over the past year we have been developing an evaluation survey questionnaire to collect the views of people we are working with, families and carers and other stakeholders. Our questionnaire is specific to the people / person we are contacting. Our very own Dream Team worked with support from the Engagement and Involvement team from the Advocacy Project to prepare a survey for people that we are working with.

The Dream Team are going to conduct the interviews. This will follow up on the carer evaluation survey we conducted recently, which asked carers of people who receive support from Fair Deal if they were satisfied with the service and what we could do to improve.

First of all, carers were asked questions relating to staff's punctuality, attendance, and communication skills, as well as to what extent they provide the carer with appropriate information at the end of a session and encourage the supported person to act independently.

While some carers said that the questions were not applicable to their situation, the rest were extremely positive: in response to each question, the majority said that Fair Deal staff always

behaved in the way they would have wanted, while others said that they mostly did. However, one carer did respond that staff never gave the appropriate information at the end of a session.

The majority of carers also felt that staff had been matched well with the needs of the supported person and that they had developed a good understanding of the person they support, although one considered that this was not the case. All respondents felt that Fair Deal's services had contributed to the person being safer and more content. The majority of carers believed that

Fair Deal's services always contributed to the person being more confident, in better health and being more included. Although some of these questions were skipped by a small number of carers, the overall impression is that carers believe Fair Deal's services are contributing to positive outcomes for people.

Overwhelmingly, carers expressed confidence in the organisation's communication practices;

they were extremely positive about the organisation's ability to effectively deal with problems if and when they arose and its commitment to doing this.

It was clear that carers were aware of whom they should

contact in such a situation and that they felt themselves to be heard by the organisation. The majority also felt that Fair Deal's services were good value for money, that the services were as they expected, and that they were satisfied with the service provided. The evaluation also gave space for carers to express their ideas on specific improvements for services and a number took advantage of this opportunity; we will continue to look to those involved in all aspects of our work to consider how we can improve and develop in the future.

We are working hard to get it right and thank you to everyone for your continued support to develop the highest quality service to the people and families we work with.

