

2017

Quality Policy



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|  | Fair deal want to give you the best service. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Place_Training_Room_large.png?v=1417855824https://cdn.shopify.com/s/files/1/0606/1553/products/SCI-Inspectors_large.png?v=1460038033 | We do everything we can to make sure our service is always the best it can be. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Personalisation_Aspirations_large.png?v=1417857029 | If people tell us they are happy with their service then we know we are giving them the service they want or even better. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Clipboard-Good_large.png?v=1453740648 | When people tell others about how good their service is, this is good for Fair Deal. |
| 5 | We have a quality system which has 5 goals: |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Person_Centred_Plan2_large.png?v=1417856977 | **1.** We try to make sure that someone’s services are right from the very beginning. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Improve_large.png?v=1510931393 | **2.** We are always trying to make your service even better. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Care-Provider-New-1_large.png?v=1502637607 | **3.** We make sure we have good relationships with everyone we work with. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Learning-Disability-Team_large.png?v=1417856926 | **4**. We make sure all the staff want to give the best service they can. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Clipboard-Green-Tick_large.png?v=1417847405 | **5**. We make sure that Fair Deal’s business is always getting better. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Personalisation_Rules_large.png?v=1417851876 | To make sure we are the best we can be, we have some rules we follow. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Research-Listening_large.png?v=1417856404 | * We listen to what people say they need and work out how we can try to provide that. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Checklist_Good-1_large.png?v=1417850457 | * Our managers are always trying to make all our services even better. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Complaints_Policy_large.png?v=1417847414 | * We try to make sure it is easy to report a problem and that it is sorted out very quickly. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Place_Training_Room_large.png?v=1417855824https://cdn.shopify.com/s/files/1/0606/1553/products/Social_Work-4_large.png?v=1417857061 | * We make sure all staff have all the training and support they need to give you the best service possible. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Consultation-1_large.png?v=1489679879 https://cdn.shopify.com/s/files/1/0606/1553/products/Questionnaire-1_large.png?v=1417856372 | * We make sure everyone who is involved with Fair Deal can have a say about our service. This could be inviting you to events or asking you questions. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Money-British_large.png?v=1503158776 | * By planning everything carefully, Fair Deal make sure you get the best value for your money. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Every-Year_large.png?v=1510931561 | * We look at our policies and our service at least every year, which helps us to improve it. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Read_Letter_large.png?v=1417850696 | * Different managers are in charge of different services but they make sure everyone has read and understood this policy. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Good_idea_large.png?v=1417852673 | * Every member of staff must be the best they can be and share any ideas about how to make our service even better. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Policy_large.png?v=1417850680 | * This document will be displayed in Fair Deal offices and copies are available for anyone who would like one. |
| https://cdn.shopify.com/s/files/1/0606/1553/products/Years-2021_large.png?v=1487798207 | * If there are any changes at Fair Deal or in the law then this policy will be up-dated |
| \\Server\Folder-Redirection\ann\Pictures\Fairdeal_Landing-Page.jpg | If you have any questions about this document please speak to a staff member of Fair Deal. |
|  | Anne Marie Borthwick  Quality and Development Manager  Sept 2017 |

