fairdeal.ie

QUICK-START GUIDE FOR NURSING HOME STAFF

Fair Deal help for your families

Keep this by the admissions desk. Everything happens at www.fairdeal.ie/home

1 Sign in

Go to **www.fairdeal.ie/home** and type your home's **fairdeal.ie number**. It is on the email we sent when your home was switched on.

Tap your **first name**. We email a **6-digit code**, to your own email if you have one on the list, or to the home's email. Type it in. There is no password.

The computer remembers the home number. Use **Sign out** on a shared computer.

2 Set up a family

Type the resident's **first name**, then choose how the family gets their link:

By email or **By text message**: the family gets a link from fairdeal.ie with your home's name on it.

Set up here with the family: the link appears on screen. Open it with them, or print it and hand it over.

It helps at any stage, even if the application is already posted.

3 Or just say it

Press **Dictate** and talk through the admission conversation, or type a few notes. For example: "Mary Byrne, widow, owns her house in Naas, State pension and an Irish Life pension, her daughter Anne will do the paperwork, 087 123 4567."

Press **Fill in from this**. The boxes fill in, shown in orange for you to check, and the family's first questions are answered for them to confirm.

Nothing you say is stored.

4 What the family receives

A personalised step-by-step pack for the Fair Deal application.

The official HSE form, filled in from plain questions, ready to print, sign and post. They can speak their answers instead of typing.

An online checklist of every document, with a weekly reminder until everything is in, plus ready-made letters for the bank, the auctioneer and the deeds.

The checklist is free. The full service is €120 if the family wants it. It is their choice.

Please do not type a family's income, savings or PPS numbers for them. The family does that part on their own phone or computer, and those details never reach fairdeal.ie or your home. You see progress only.

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Your dashboard, at a glance

What each part of the screen tells you, and who to ring

5 Reading your screen

Gathering documents, **Posted to the HSE** or **Approved** shows where each family is, with how many documents are ticked off.

A family in **red** may need a nudge: no progress for two weeks, or posted over four weeks ago with no decision. A quick call helps.

Links sent, not started yet lists families who have their link but have not begun.

6 Your own list

For residents whose families are applying another way, for example through a solicitor.

Add a first name and where it is at. Change the stage as things move. Red flags work the same way, so every resident's Fair Deal is on one screen.

7 Your team

Add colleagues by **first name** under **Your team**. They sign in with the home number and their name. No staff email addresses are needed.

Remove a name the day someone leaves. They are signed out straight away.

Add your logo under **Your details**. It appears on every family's invitation and tracker.

8 Help built in

Ask a question: type or say anything about Fair Deal or the dashboard. If the guide is not sure, a person replies by email.

Monday email: where each family stands and who needs a nudge, before the week starts. Switch it off in Your details.

Monthly statement on the 1st, with results so far this year.

GOOD TO KNOW

Cost: nothing for your home, ever. No subscription, no set-up fee and no contract. Families get the checklist at no charge and choose for themselves whether to buy the €120 application service.

Your agreement and a one-page data protection summary for your records: www.fairdeal.ie/home-agreement

See a walkthrough: www.fairdeal.ie/home?demo

Help: email derek@fairdeal.ie.

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