



Booklet 4

Sorting out problems



EasyRead version



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Some words are in **bold**.

We explain what they mean
at the end of this booklet.



About this booklet



Skills for Care wrote this booklet.



We work with **employers**, carers and people who need **social care** and support.



We want to make sure that everyone has the skills and **qualifications** to give good care and support.



Some people with disabilities **employ** a **personal assistant** or **PA** to help them to live independently. They are called **individual employers**.



We have 4 EasyRead booklets to help individual employers:

1. Recruiting a personal assistant
2. Before your personal assistant starts working for you
3. Managing your personal assistant and helping them learn
4. Sorting out problems



This is booklet number 4.

It helps you to plan what to do if things go wrong.



If your personal assistant is not able to work



You need a plan for when your **personal assistant** is sick or on holiday.



This should be part of your care plan if you have one.



You could:

- **register** with an **agency** that will find you **temporary** staff
- employ other **personal assistants** who will only work if your usual **personal assistant** cannot work.



Where to find out more



Your **direct payment** or **personal budget** adviser, support organisation or peer support group will know about **agencies** in your area.



You might have to pay the **agency** to find you a **temporary personal assistant**.



If you are not happy



You might be unhappy about something that your **personal assistant** does. For example, if they are:

- always late



- sometimes rude to you.



You should have a **disciplinary policy** that says what you will do.



Give your **personal assistant** a copy of this policy with their **contract**.



First try to sort things out by talking to your **personal assistant**.

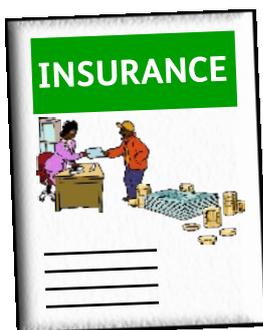


The law says that there are things that you must do if you cannot sort things out, or if your **personal assistant** does something that's dangerous or might be breaking the law. You cannot just ask them to leave.



You could get advice about the way that your **personal assistant** is behaving from:

- someone else who employs a **personal assistant**



- your insurance company



- your **direct payment** or **personal budget** adviser or user-led organisation.

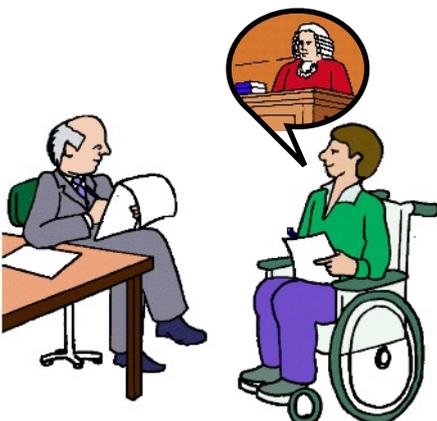


Where to find out more

The government website can help you to sort out problems with staff:
www.gov.uk/solve-workplace-dispute/formal-procedures



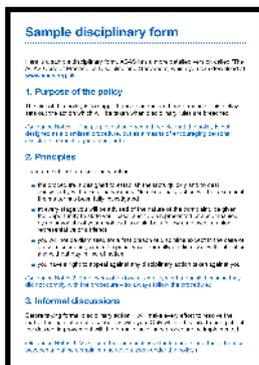
ACAS can help you to try to sort things out. Look at their website:
www.acas.org.uk/EarlyConciliation



If the problem with your **personal assistant** is serious enough to go to court, you must talk to **ACAS** first.



Their website tells you what paperwork you need to use:
<https://tinyurl.com/disciplinary-acas>



We have an example of a disciplinary procedure on our website:
www.skillsforcare.org.uk/templates



If your personal assistant is not happy



It is important to try to sort out small problems before they get worse.



Booklet 3 explains how to use **supervision** to talk about how things are going for both of you.



You should have a **grievance policy** to say what your **personal assistant** should do about a:

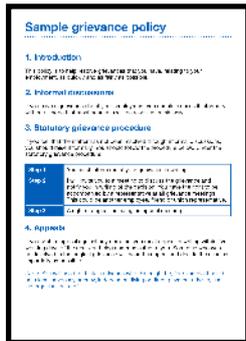
- worry



- problem



- complaint.



Where to find out more

There is an example of a **grievance policy** on our website:

www.skillsforcare.org.uk/templates



This government website also has more information: **www.gov.uk/handling-employee-grievance**



ACAS can give free advice to try to sort out problems from employers and employees. Their website is: **www.acas.org.uk**



They have a telephone helpline:
0300 123 1100
(Text relay: 18001 0300 123 1100).



If you are being abused



Abuse might happen many times or once.



It is when someone does or says things that frighten you or cause you harm. For example:

- not paying your bills for you



- bullying you or making you feel that you are not important



- trying to make you give them money



- stopping you from getting to a doctor's appointment



- keeping you away from your family and friends



- looking after you in a way that suits them but is not right for you



- hitting, slapping or giving you too much medication



- being touched or involved with sex without your permission.



Neglect is when staff or services do not give you the personal care that you need.



If you are being abused you should tell someone straight away, including:

- the police



- your local Social Services **Safeguarding Team**



- a friend or family member you trust



- your GP



- your **direct payment** or **personal budget** adviser, support organisation or the organisation that pays for your support.



Safeguarding

Safeguarding means protecting people from **abuse** and **neglect**.



Everyone should report it if they think that someone is being abused.



Your **personal assistant** should:

- know how to report **safeguarding**



- know how to get help and support for someone who is being **abused**



- call the police or an ambulance if you are in danger or need medical care



- tell the police if someone breaks the law



- write down if they think that someone is being **abused** and what they did about it.

Where to find out more about safeguarding



Your **direct payment** or **personal budget** adviser or user-led organisation can help you to find training about **safeguarding**.



Our website tells you about help to pay for training:
www.skillsforcare.org.uk/IEfunding

Reporting hate crime



A **hate crime** is any crime that you or someone else thinks has happened because of who you are. For example, because of your race, religion or disability.



All **hate crime** is wrong. It is important to report it.



- In an emergency telephone 999 or 112.



- If you cannot make voice calls you can use your mobile phone to contact 999 by text.



You need to **register** your mobile phone number with the emergency services. Your local police website tells you how to do this.



Where to get help or support

Telephone the police or go to the police station.



Citizens Advice Bureau or Community Voluntary Services can give you advice and report a **hate crime** for you. Their website is: www.citizensadvice.org.uk



Stop Hate UK can give you advice and help you to report a **hate crime**. Their website is: www.stophateuk.org. They also have a 24 hour telephone helpline.

CrimeStoppers.



If you do not want to talk to the police or fill in a form you can telephone Crimestoppers free on **0800 555111** or go to their website: www.crimestoppers-uk.org.



You do not have to give your name and they will not share your information with anyone else.

What the words mean

Abuse

When someone does or says things that frighten you or cause you harm.

ACAS

An organisation that gives employees and employers free advice about rights, rules and how to do things properly.

Agency

An organisation that does something for you.
For example, finding staff.

Contract

An agreement between you and each person that you employ.

Disciplinary policy

A plan that says what you must do if you are not happy with your staff.

Employ

Pay someone to work for you.

Employer

A person who pays someone to work for them.

Grievance policy

A plan that says what staff must do if they are not happy with their employer.

Hate crime

A crime that you or someone else thinks has happened to you because of who you are.

Individual employer

A person with a disability who employs a personal assistant to help them to live independently.

Neglect

When staff or services do not give you the personal care that you need.

Personal assistant or PA

Someone who a person with a disability employs to help them to live more independently.

Personal budget or direct payment

Money from your local council or the NHS that you use to arrange and pay for your own care and support, instead of using services.

Policy

A plan or set of ideas about something that says how you will work and make decisions.

Register

An official list of people or organisations.

Safeguarding

Protecting people from abuse and neglect.

Social care

Support with things like washing, dressing, meeting friends and living independently.

Supervision

A time to formally talk to your personal assistant about the job and think about what they are doing well and any support or training that they might need.

Temporary

For a short time.



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