

“The training has helped my PA’s to be more confident and knowledgeable”

Ella employs a team of personal assistants (PAs), and applied for Skills for Care funding to pay for training.

Ella used a tutor called Paul, who spent five weeks doing the Care Certificate with the team.

They also did other training covering a range of topics including:

- equality and diversity
- understanding nutrition, hydration and MUST
- Mental Capacity Act and Deprivation of Liberties awareness training
- moving and handling
- person centred care planning.

The funding meant that Ella could do the training alongside her PAs, so that it was specific to her requirements.

Ella says that the training has helped her PAs have a better understanding of her abilities and how they can support her to live the life she wants.

“The training has helped my PA’s to be more confident and knowledgeable in my specific care needs and medical conditions.”

Ella has also learnt a lot about herself as an individual and what support is available.

She told us:

“I found that training helped me to understand more about me and my basic care needs, which has improved my ability to get proper care.

The training has transformed my life – it’s given me a better understanding in what care and support I need and be more confident in what I do.”

By doing the training with her team, Ella has also learnt a lot as an employer. She told us:

“It has helped me to understand the importance of what it [caring] means to them. It has developed my understanding of my own needs and abilities which has helped me to set agreed regulations, policies and procedures.”