

Learning and development available through user led organisations (ULOs) 2018/19.

Skills for Care has awarded funding to the following user led organisations who will deliver or arrange learning and development for individual employers (IEs) and personal assistants (PAs).

If you would like to access any of the training courses listed below, please contact the organisations directly, using the contact details provided.

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ULO	Disability Resource Centre working in partnership with Luton Council
Contact	Poynters House, Poynters Road, Dunstable, Bedfordshire LU5 4TP www.drcbeds.org.uk
Training offer	
Training will be available for both IEs and PAs in a classroom setting across Dunstable, Luton, Leighton Buzzard and Houghton Regis.	
IE induction: 'Becoming a Manager', recruiting your PA's, pensions and insurances, managing employees and units of the managers induction standards. IE's will be encouraged develop support networks through peer support groups.	
PA induction: 'Understand your role' workshop, highlight different roles within the sector such as personal care, social care and delegated health tasks and their responsibilities.	
PA training: units of the care certificate and condition specific training such as stroke, autism and epilepsy awareness. Accredited learning will include Emergency First Aid and Food Safety.	

London and the South East

ULO	Camden Disability Action (CDA) working in partnership with Personalisation Support in Camden
Contact	Charlie Ratchford Centre, Belmont St, London NW1 8HF http://camdendisabilityaction.org.uk/
Training offer	
<p>PA Employer Training: how to be a more effective employer of your PA's (classroom)</p> <ul style="list-style-type: none"> ▪ Part One: "How to recruit effectively and successfully": the recruitment process and employer's legal responsibilities; the different recruitment options (where to find PA's); why PAYE is best and how to interview and select a PA and the help that is available to help you do so safely. ▪ Part Two: "Rights and responsibilities as an employer": contract, wages, sickness, holidays, time keeping, roles and tasks, pensions, PA rights and responsibilities, employer rights and responsibilities. ▪ Part Three: "Managing staff effectively": managing money, setting boundaries, how to instruct, what to do when things go wrong, disciplinary and dismissal, and finally, do's and don'ts as an employer. 	

ULO	DASL - Disability Advice Service Lambeth working in partnership with People Plus Independent Living
Contact	"we are 336", 336 Brixton Road, London, SW9 7AA www.disabilitylambeth.org.uk
Training offer	
<p>Training is available for both IEs and PAs delivered in classroom sessions.</p> <p>Being a Good Employer Training (2.5 hours a week for 10 weeks): The legal responsibilities of being an employer; understanding a contract of employment and probationary period; writing an accurate job description and person specification and how to use this tool after recruitment; disability awareness; training and induction of staff; the importance of regular supervision and how to do them well; safeguarding and risk management; how to performance manage staff; payroll, money management and record keeping.</p> <p>Employer workshops (3 hours, once a month over 6 months) will include the following themes: managing your money, peer support, how to manage your staff, recruitment and retention of PAs, the legal responsibilities of being an employer; safeguarding and risk management.</p> <p>PA workshops (3 or 6 hours, once a month over 6 months) will include the following topics: the independent living movement, communication, "Being a Good PA", peer support for shared goals and clear boundaries and disability equality.</p>	

ULO	Independent Lives working in partnership with Disability Inclusion
Contact	Southfield House, 11 Liverpool Gardens, Worthing, West Sussex BN11 1RY www.independentlives.org
Training offer in East Sussex, West Sussex and Hampshire	
Training will be available for both IEs and PAs delivered in a classroom setting across East and West Sussex and Hampshire.	
First Aid	
Person-centred disability awareness: person-centred care, the role of the employer, and boundaries and expectations, plus tailored training such as language and role play specific to their impairment.	

ULO	Surrey Independent Living Council (SILC) working in partnership with Ruils (Richmond), Kingston CIL, Equal Lives (Norfolk), Ealing CIL, Community Navigator Services and Surrey County Council
Contact	Astolat, Coniers Way, Burpham, Guildford, Surrey GU4 7HL www.surreyilc.org.uk
Training offer in Guildford, Richmond, Kingston-upon-Thames, Norfolk, LB of Ealing and Solihull	
Training will be available for IEs and PAs delivered in a classroom setting and the employers home (were stated)	
<ul style="list-style-type: none"> ▪ Care Certificate Standards ▪ Emergency First Aid at Work ▪ Good Boss training ▪ PAs matter ▪ Bespoke Moving and Positing (in employer's own home) ▪ Mind your back – Richmond, Kingston-upon-Thames and Norfolk only ▪ Values - specialist training available in Solihull only 	

Midlands

ULO	Disability Direct: Blue Sky Brokers working in partnership with Creative Carers
Contact	20 Royal Scot Road, Pride Park, Derby, DE24 8AJ www.disabilitysyndicate.com www.disabilitydirect.com
Training offer in Derby and Nottingham	
Training will be available for both IEs and PAs delivered in classrooms settings and on a 1:1 basis across Derby and Nottingham City and in employer's homes.	
<p>1-2-1 Employer Training including: Rights and responsibilities/Professional Boundaries/Managing Staff/Grey areas of Employment Law/Confidentiality/Recording hours/holiday pay/Skills Assessment/ What it means to be an employer/Disability and Equality Awareness/Managing a team and leadership/ Supervisions/Understanding risk assessment/DBS</p>	
<p>1-2-1 Employee Training including: Rights and responsibilities/Professional Boundaries/Introduction to the Roles/responsibilities/Safeguarding/Confidentiality/Disability and Equality Awareness/Care Certificate Training/Medication Awareness/ Risk assessments/DBS</p>	
<p>PA Workshop including: What is a PA and Introduction to the roles and responsibilities and typical tasks/PA Rights and Responsibilities/Employer Rights and Responsibilities/How to access the PA Register/How to access training/Job Opportunities/Improving CV's/DBS checks/PA profile on Register/Quiz on Employment Law & Rights</p>	
<p>Employers Workshop including: Opportunity for employers to meet in a group setting - peer support/How to undertake supervisions, risk assessments and disciplinaries/Quiz on Employment Law to determine understanding/ Enhanced communication and more effective working relationships with employees and managing a team/Importance of DBS checks.</p>	
<p>Employment Law: Reviewing the essentials of Employment Law plus one to one availability with a HR Specialist Solicitor.</p>	
<p>Care Act Training: Support engagement & completion with Care Certification Training Online</p>	
<p>Lone Working and Upskilling the market: Medication/Food Handling/ Hygiene/Safeguarding /Importance of DBS/Accessing WDF/Accessing Social Care TV training courses.</p>	
<p>All Disabilities Awareness: including Dementia, Alzheimer's and Autism.</p>	
<p>First Aid at work Moving and handling</p>	

North West

ULO	Cheshire CIL working in partnership with Age UK Cheshire
Contact	Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU www.@cheshirecil.org
Training offer	
<p>Individual employers, working with Cheshire CIL's Workforce Development Manager, will identify learning needs for themselves and/or their PAs.</p> <p>This flexible personalised model enables training to take place based on the needs of the employer and can be delivered either in the employer's home, classroom or via e-learning.</p> <p>Training will be categories under the broad headings of:</p> <ul style="list-style-type: none"> ▪ Communication ▪ Health and Safety ▪ Safeguarding <p>For employers this may include topics such as: employment law, recruitment & selection, supervision, conflict resolution, risk assessment.</p> <p>For PAs this might include accredited topics such as: emergency first aid at work, moving and assisting, food safety, managing medication.</p>	

ULO	Embrace Wigan and Leigh working in partnership with Wigan Council
Contact	81 Ribble Road, Platt Bridge, Wigan, WN2 5EG www.embracewiganandleigh.org.uk
Training offer	
<p>Training for PAs delivered in a classroom setting.</p> <p>A Different Approach for Personal Assistants</p> <p>An introduction into conditions (underpinned by Positive Behaviour Support methodology and person centred working) such as:</p> <ul style="list-style-type: none"> ▪ Attention Deficit Hyper-Activity Disorder (ADHD) ▪ Autistic Spectrum Condition (ASC) ▪ Pathological Demand Avoidance (PDA) ▪ and other neurodevelopment related conditions. 	

South West

ULO	Compass Disability Services working in partnership with Enham Trust
Contact	Unit 11 - 12 Belvedere Road, Taunton, Somerset, TA1 1BH www.compassdisability.org.uk
Training offer	
<p>Being a Good Employer – personalised 1:1 training:</p> <ul style="list-style-type: none"> ▪ Recruiting a Personal Assistant (PA) ▪ Preparing a PA to start working ▪ Induction ▪ Building a good working relationship ▪ Managing performance ▪ Training and developing the PA role ▪ Safe working practices ▪ Dealing with difficult situations ▪ Record keeping ▪ Problem solving ▪ Employer obligations such as pension requirements and statutory payments and how to access other resources, e.g. Skills for Care, ACAS, HMRC and Pensions Regulator. <p>A review will take place at the end of each training session to identify additional training and development needs and inform an action plan of next steps.</p> <p>Training and peer support events:</p> <ul style="list-style-type: none"> ▪ Employment information ▪ Advice and guidance throughout the day ▪ Q&A panel. 	

ULO	WECIL working in partnership with South Gloucestershire Council
Contact	Link House, Britton Gardens, Kingswood, Bristol BS15 1TF www.wecil.co.uk
Training offer	
<p>Training for both IEs and PAs is available delivered in classroom settings.</p> <ul style="list-style-type: none"> ▪ Performance Management for the benefit of Direct Payment employers. ▪ First Aid ▪ Moving and Handling ▪ Medication awareness 	

ULO	Wiltshire CIL working in partnership with Carers Support Wiltshire
Contact	11 Couch Lane, Devizes, Wiltshire, SN10 1EB www.wiltshirecil.org.uk
Training offer	
Training is available to IEs and PAs in classroom settings.	
<ul style="list-style-type: none">▪ Manual Handling▪ Epilepsy Awareness▪ Emergency First Aid▪ Safeguarding▪ Dementia Awareness▪ Autistic Spectrum Conditions▪ Supporting Someone with a Learning Disability▪ Managing Challenging Behaviour▪ Basic First Aid▪ Employers Information Session▪ A Basic Introduction to Makaton	

Yorkshire, Humber and the North East

ULO	Darlington Association on Disability working in partnership with Café JJ
Contact	Unit 1P Enterprise House, Valley Street, Darlington, DL1 1GY www.darlingtondisability.org
Training offer	
<p>Training is available for both IEs and PAs and will be delivered primarily in a classroom setting, however it can be delivered in the employers home or via online e-learning.</p> <ul style="list-style-type: none"> ▪ Mental Health Awareness ▪ Mental Capacity and Deprivation of Liberty ▪ Safeguarding ▪ Autism Awareness ▪ Disability Equality Training ▪ First Aid ▪ Medication Awareness & Personal Care ▪ Food Hygiene ▪ Confidence and assertiveness ▪ Communication and confidentiality ▪ Manual Handling ▪ Dementia Awareness ▪ How to be an effective employer ▪ Understanding the role of a PA 	

ULO	Disability Sheffield Centre for Independent Living working in partnership with Sheffield Carers Centre, Sheffield City Council and NHS Sheffield CCG
Contact	The Circle, 33 Rockingham Lane Sheffield S1 4FW www.disabilitysheffield.org.uk
Training offer	
<p>Training is available for IEs and PAs delivered in a classroom setting.</p> <ul style="list-style-type: none"> ▪ Emergency First Aid at Work ▪ Moving and Handling People ▪ Eating and Swallowing ▪ Food Safety level 1 ▪ Dignity in Care ▪ Safeguarding adults ▪ Promoting effective communication & relationships ▪ Dementia awareness ▪ Mental health awareness ▪ Data security and data protection training ▪ Rights and Responsibilities of being an IE 	

ULO	Leeds CIL working in partnership with Leeds City Council – Adults and Health
Contact	Armley Grange Drive, Leeds LS12 3QH www.leedscil.org.uk
Training offer	
<p>Training is available for both IEs and PAs delivered in a classroom setting plus a wider range of online e-learning via Social Care TV.</p> <p>Employment Law Training:</p> <ol style="list-style-type: none"> 1. Contracts of Employment 2. Managing Your PA 3. Disciplinary & Grievance 4. Ending the Employment Contract. <p>Employer training:</p> <p>Recruiting A New PA, Inducting a New PA, Risk Assessments, Being a Confident Employer.</p> <p>Training for PAs:</p> <ul style="list-style-type: none"> ▪ Behaviour that Challenges ▪ Emergency First Aid & First Aid at work ▪ Moving & Handling ▪ Moving & Handling (in the Employer's Home). ▪ Intensive Interaction: focusing on communication techniques for people who have complex learning difficulties and people with multi-sensory impairments ▪ Basic Cooking Skills for PAs ▪ Autism & Aspergers awareness ▪ Epilepsy Awareness ▪ Visual Impairment awareness ▪ The PA Role in Person Centred Support ▪ Essential Guide to Being a PA 	