Booklet 3

Managing your personal assistant and helping them learn

EasyRead version

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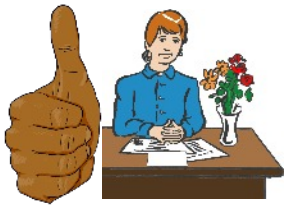

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Some words are in **bold**.

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

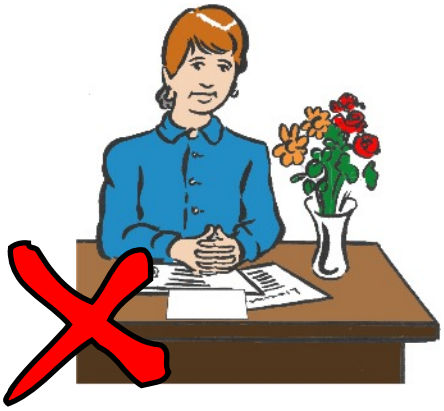
3. Managing your personal assistant and helping them learn

4. Sorting out problems

This is booklet number 3.

It explains what you need to do once your new **personal assistant** starts working for you. It helps you to think about how to be a good manager.

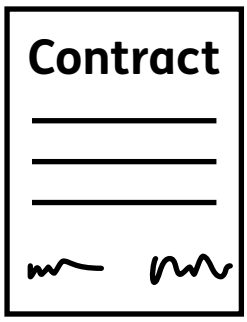
Welcoming your new personal assistant



Managing your **personal assistant** is not just about being a boss.

It means giving them all of the information, support and training that they need to do the job safely and well.

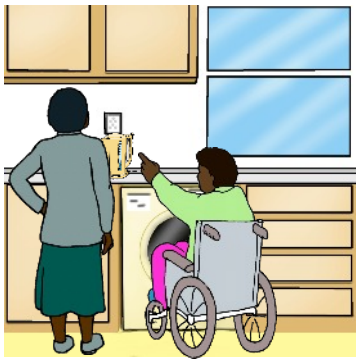
This begins with welcoming them and making sure that they understand what you want them to do. This is sometimes called their **induction**.



You should plan what you want to tell your **personal assistant** on their first day. For example:

- go through the **contract** with them

- show them round your home and explain any rules



- show them where to find the things that they need to use

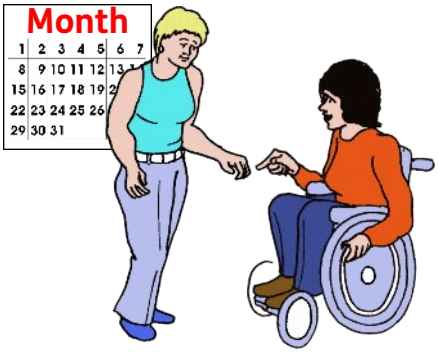
- tell them about break times

- explain any paperwork that they need to fill in

- tell them what will happen the next time that they work for you.

You should also:

- set aside time to talk to your **personal assistant** on their first day

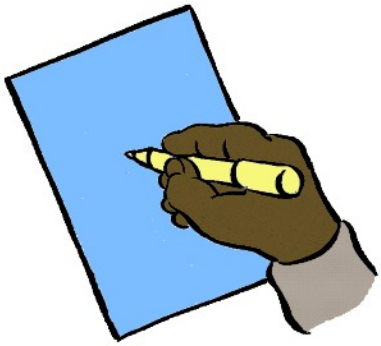


- book time after one month to talk about how things are going

- think about how to make sure that your **personal assistant** supports you in the way that you want

- set up any training that they need before they start the job or before they support you on their own

- if you can afford it, have an experienced **personal assistant** working with them to show them what to do



- keep notes about what your **personal assistant** does in their **induction**. They have the right to say no if you ask them to do anything that they feel is risky or that they have not been trained to do.

THE CARE CERTIFICATE

You can ask your **personal assistant** to complete the **Care Certificate**.

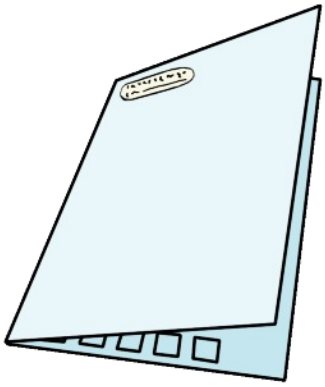
This will help them to learn how to do their job and understand the skills that all care workers need.

Where to find out more

You can find out more about the **Care Certificate** from our website:

www.skillsforcare.org.uk/CareCertificate

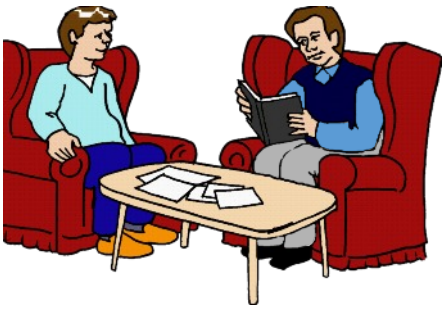
www.skillsforcare.org.uk/PACareCert



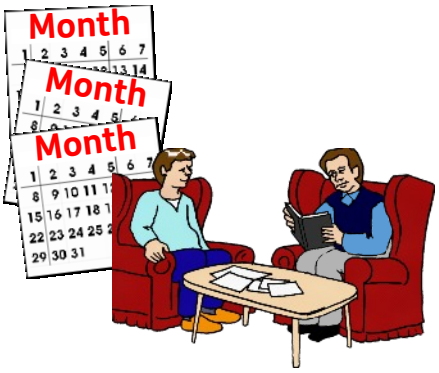
You can also download a workbook for your **personal assistant** to fill in from:

https://tinyurl.com/PA-Cert-Workbook

Supporting your personal assistant



You should set times to formally talk to your **personal assistant** about the job.



This could be once a month when they first start, and then every 3 to 6 months after that.

This is called **supervision**.

It is a chance for you both to say what you think and it helps you:

- find out if your **personal assistant** is working how you want them to

- talk about what they are doing well and anything you would like them to do differently

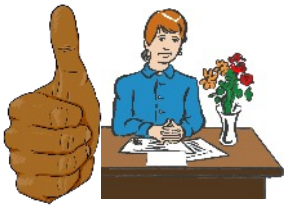
- think about any problems and better ways to do things. This might include training.

You might want to learn how to do **supervision**. Your local support organisation could help you find training.

You can get help to pay for this training from Skills for Care.

You can also ask someone else to do the **supervision** for you if you are not sure what to do.

Your **direct payment** or **personal budget** adviser or support organisation might know about services that could do this for you.



Being a good employer

If you are a good **employer** your **personal assistant** will want to keep working for you.

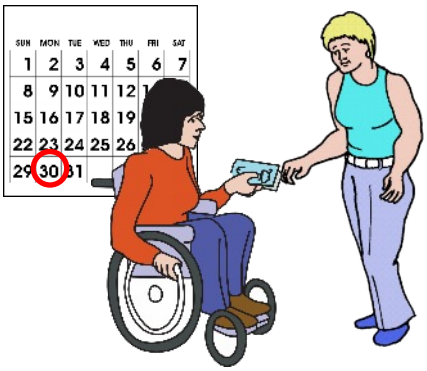
These are some of the things that you should do.

1. Use the Manager Induction Standards

These **standards** say what managers need to know and understand. They will help you to be a good **employer**.

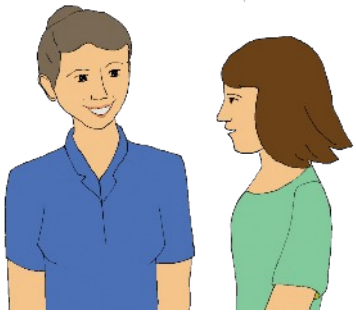
2. Value and respect your personal assistant

- Pay your **personal assistant** a fair wage for their skills, experience, **qualifications** and the work that they do.

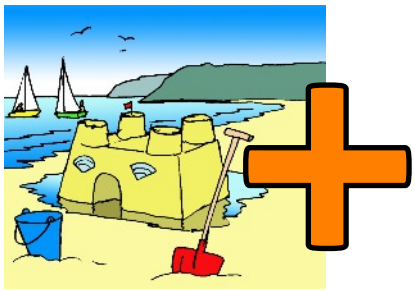


- Pay them the right amount and on time.

- Thank them when they finish work and apologise if you are bad tempered.

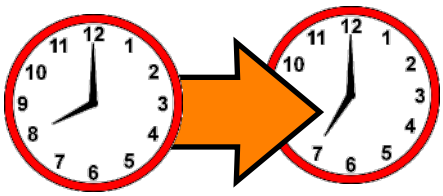


- Listen to what they say and make them feel valued.



- Give them extra things like training or more holidays.

3. Be flexible



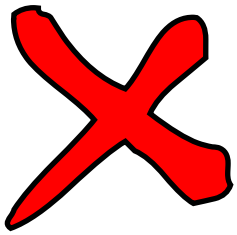
Give your **personal assistant** the chance to change the hours that they work sometimes.

4. Support your personal assistant to learn

The next part of this booklet talks about training for your personal assistant.

5. Imagine what things feel like for your personal assistant

Make sure that your home is a comfortable place for your **personal assistant** to work.

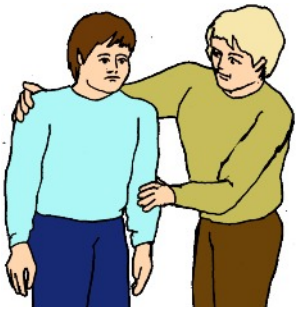


Do not ask them to do anything that you would not want to do.

6. Communicate well

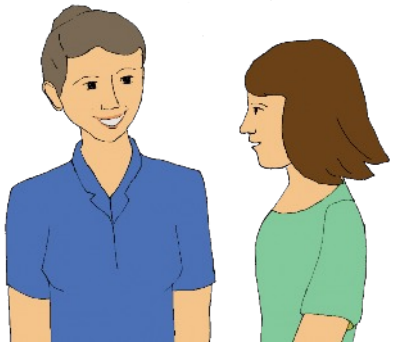
Good communication means:

- passing on information



- understanding each other

- building relationships

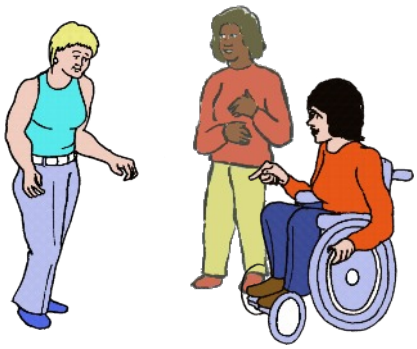


- listening more than you talk.

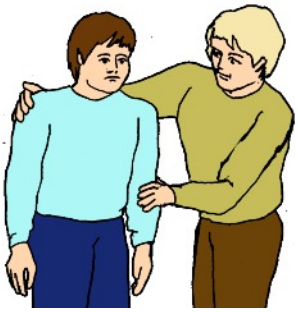
When they start work you must tell your **personal assistant**:

- how you like to communicate

- whether you need an **interpreter**, equipment or **visual aids**



- when they can ask your family or friends about communicating with you.

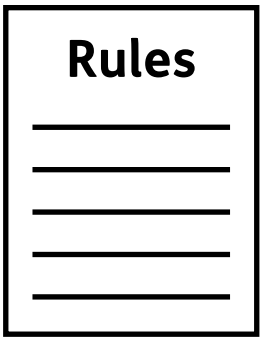


You should only employ someone as a **personal assistant** if you think that you will understand each other.

You might think about training to help your **personal assistant** to learn better communication.

You can get money to help pay for this from Skills for Care.

7.Have clear boundaries

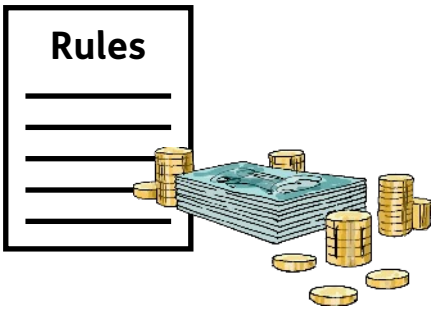


Personal **boundaries** are rules to make sure that you agree safe ways to behave with other people. And what will happen if one of you breaks these rules.

You are your **personal assistant's employer**. But sometimes they might feel more like your friend. This can make it more difficult to deal with things if your **personal assistant** lets you down.

It is important to talk about **boundaries** as soon as your **personal assistant** starts work. And in their **supervision**.

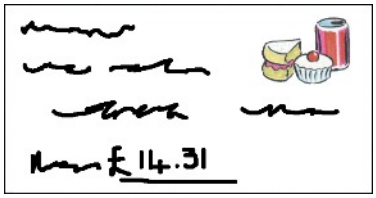
You should also say what you will do if things go wrong.



8. Looking after your money

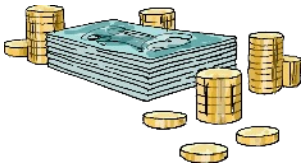
It is really important to have **boundaries** about your money and savings.

You should:



- ask your **personal assistant** to keep receipts if they shop for you

- tell them exactly how and where to pay your bills

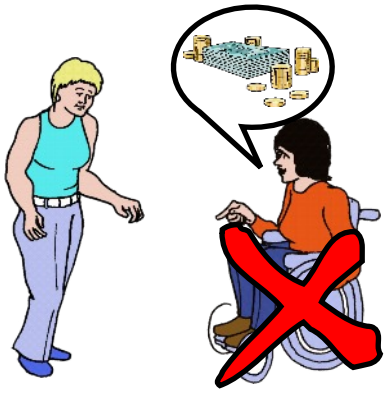


- keep a small amount of cash for your **personal assistant** to use if they need to pay for anything

- if your **personal assistant** needs to use more of your money, you could set up a separate bank account. Only pay in as much money as they need to use.

You should never:

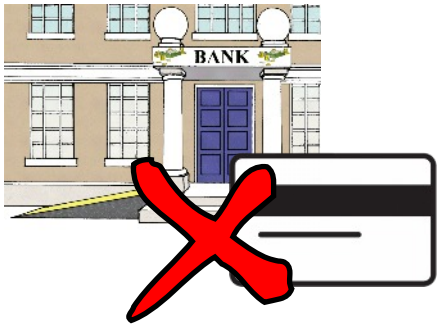
- lend money to your **personal assistant** – this includes paying their wages early if they ask you



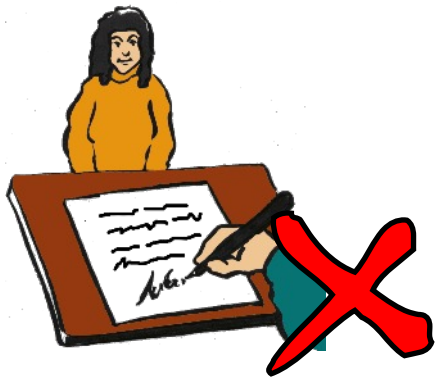
- borrow money from your **personal assistant**

- ask them to use their money to buy things for you

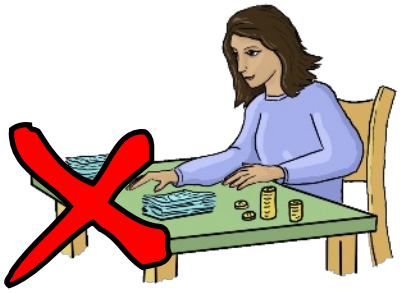
- leave money around the house unless you want your **personal assistant** to use it



- give them your bank **PIN** number



- let your personal assistant sign your bank or become your appointee and sign papers for you



- get involved with your **personal assistant's** money or money problems.

Where to find out more

The Manager Induction Standards are on our website:
www.skillsforcare.org.uk/MIS

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

Training and qualifications

Training for your personal assistant

Your **personal assistant** should have any training that they need to:

- be good at their job

- work safely with you

- become more confident

- do the things in your care plan if you have one.

You can get money to help pay for this training from Skills for Care.

You should talk about training when your **personal assistant** starts work and in **supervision**.

You could write down what training they need on a form and keep records of any training that they do.

Your personal assistant might do training in:

- moving and assisting you safely

- handling food safely

- emergency first aid

- communication

- being able to cope with things

- controlling infections.

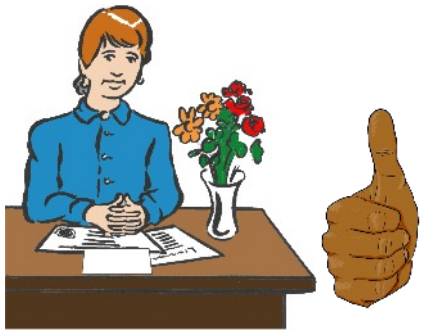
They might also want to train for a **qualification** – including an **apprenticeship**.

Your **direct payment** or **personal budget** adviser or support organisation will help you find training.

Training for you as an employer

If this is the first time that you have employed staff, you might want training in things like:

- recruitment and choosing staff



- being a good boss

- laws about employment

- managing and supervising

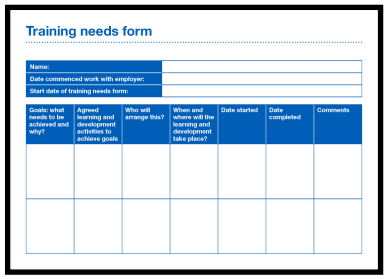
- keeping records.

Your **direct payment** or **personal budget** adviser or support organisation will help you find training.

skillsforcare

You can get money to help pay for this from Skills for Care.

Where to find out more


Training needs form

Name:	
Date commenced work with employer:	
Start date of training needs form:	

Goals: what needs to be achieved and why?	Agreed learning and development activities to achieve goals	Who will arrange this?	When and where will the learning and development take place?	Date started	Date completed	Comments

There is an example of a training needs form on our website:
www.skillsforcare.org.uk/templates

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

There is also a guide on our website to help you to plan training for your personal assistant:
www.skillsforcare.org.uk/PALearning

You can find out about apprenticeships on our website:
www.skillsforcare.org.uk/apprenticeships

What the words mean

Apprenticeship
A way for staff to train for a qualification at college and while they are working. Apprenticeships are for experienced staff as well as younger people.

Bank PIN
The number that you use to pay for things with a bank card or get money from a cash machine.

Care Certificate
This sets out what skills all care workers need and how they should behave.

Contract
An agreement between you and each person that you employ. It gives you both clear information about your rights and your responsibilities.

Employ
Pay someone to work for you.

Employer
A person who pays someone to work for them.

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

Induction
Welcoming new staff and making sure that they have all of the information that they need to do their job safely.

Interpreter
A person who translates what someone says into another language – including sign language.

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.

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

Standards
Something that says how good a person or thing should be.

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 they might need.

Qualifications
An official record that shows that you have finished a training course or have the skills that you need.

Visual aids
A photograph, object or video to help someone understand written or spoken words.

Credits

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