

Getting Started

A Guide for Personal Assistants



Welcome to 'Getting Started'

This toolkit is filled with useful information that will help you now that you have become employed as a Personal Assistant.

You might have been an unpaid carer before or maybe worked for an agency, but becoming directly employed by the person you care for can be challenging and this toolkit contains lots of information about being an employee and your rights and responsibilities.

There is also a contact list of useful organisations in Chapter 5-Xtra Help that you can turn to with questions about being employed or getting training. You should also speak to your employer's Direct Payment Advisor if you have any queries or concerns.

Although each Local Authority varies, the advisors often organise events where you can meet other Personal Assistants. Your employer and their advisor can also support you if you want to take your training further.



**So what will
you find in
this toolkit?**

Getting Started

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Chapter 1

Becoming an Employee



Chapter 1

Becoming an Employee

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Becoming an Employee

Welcome to your new job as a Personal Assistant. This section details the paperwork that should be in place to help you know what your job is and also what sort of contract you should expect to receive from your new employer.

It is important in any job that you have a Job Description and a Contract of Employment.

Job description

A Job Description is not a legal requirement but it is really useful, as it will tell you what tasks you are being employed to carry out and will protect you and your employer should there be any dispute about your job.

Ideally this would have been provided to you before you were interviewed for the job so that any specific skills that are required were checked against your experience.

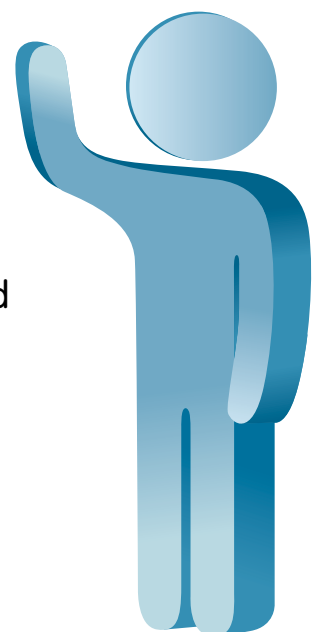
If this wasn't done before then it is important that you ask your employer to work with you to detail your job. It is helpful for both of you that you are clear on what you are expected to do so that there is no confusion over the role. You should then list the tasks that are required.

There is a sample Job Description in Chapter 5 to help you understand what should go into the Job Description.

The description should contain:

- Tasks to be done
- Skills and personal qualities that are important for the job

It doesn't have to be a long list and you can agree to review it over a period of time but it is important that you understand what your role is.



Contract Of Employment

As soon as you start work you have a 'Contract' with your employer. However they must also provide you with (by law) a Written Statement of Particulars within two months of your start date. This is often called a Contract of Employment.

The Contract of Employment (**there is an example of one in Chapter 5**) can contain lots of information but the minimum information you should have is:

- pay
- hours of work
- holiday entitlement
- sick pay arrangements
- notice periods
- information about Disciplinary and Grievance Procedures

If you haven't received one of these within two months you should ask your Employer to provide you with one. If you are unable to get one then it is worth discussing this with your employer's Direct Payment Advisor who should be able to provide some assistance to your employer to compile one.

There are organisations such as ACAS, which are **listed in Chapter 5** who can also help you if you cannot resolve your employment issues.



**You can call ACAS
on 08457 47 47 47**

Policies & Procedures

Employment Law can be complicated and there are certain ways in which things need to be done.

The government regulates most of these rules and organisations such as ACAS (**see Chapter 5**) will help you with any questions you might have about what the law requires.

There are some policies and procedures that your employer must have in place such as Disciplinary & Dismissal Procedures and Grievance Procedures that are there to help you and your employer understand what is expected.

If these policies are in place then you know what to do if something isn't working. A Disciplinary & Dismissal Procedure is a procedure that your employer must follow if there is a problem with the way you are working. A Grievance Procedure is a procedure you must follow if you have a grievance against your employer.

These procedures do not mean that you cannot sit down and talk to your employer or they to you about small issues or problems. These policies are there to follow when there is something more serious that you need to 'record' i.e. have on paper and kept on file.

There are copies of these policies in **Chapter 5** for you to read through. If you're confused or need help then use the Useful Contacts Section.



Disciplinary & Dismissal Procedure

A Disciplinary & Dismissal Procedure is a procedure taken by the employer because they are unhappy with the way you are carrying out your job. Sometimes the issue might be something like poor timekeeping and this can be dealt with by you both having a chat to resolve it rather than following this procedure.

Sometimes though there are cases when either a problem doesn't improve (i.e. continuous poor timekeeping) or the Personal Assistant does something more serious, theft for example. If this happens then your employer needs to follow the correct legal procedure.

The government has helped by setting down certain procedures that need to be followed for disciplining and dismissing staff.

There is a formal policy, which is set out **in Chapter 5**, and you should have received one of these with your Contract of Employment.

What disciplinary measures might be taken?

Oral warning

If the issue is deemed to be minor then the employer may give the employee a formal oral warning. Usually this is kept on file for 6 months.

Written warning

If the issue is more serious or there is no improvement in conduct after a formal oral warning the Employer must give a formal written warning. This is usually kept on file for 12 months.

Final written warning

Where there is a failure to improve or change behavior during the period of a prior formal written warning, or where the infringement is sufficiently serious, the employer can give a final written warning. This is usually kept on file for 12 months.

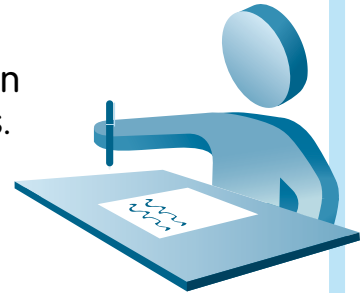
Dismissal

If the employee's conduct or performance still fails to improve the final step will be to contemplate dismissal.

Summary Standard Disciplinary & Dismissal Procedure

STEP 1

- Your employer should write you a letter detailing the alleged conduct. If there is any evidence of the alleged conduct then they should provide you with any copies.
- You will be asked to attend a meeting (you can take a work colleague or Union Representative)
- You should be given reasonable notice of the meeting.



STEP 2

- The meeting should allow you to give a full response to the allegations and provide any appropriate evidence.
- After the meeting you should receive a letter from your employer informing you of the disciplinary measure (if any) they are taking.
- The letter should detail what you need to do to appeal the decision if you want to.

STEP 3

- If there is no appeal then the disciplinary measure will be recorded.
- If there is an appeal then a further appeal hearing must take place, which you will need to attend after which your employer will write to you telling you the outcome of the appeal.

Don't forget the full Procedure is in Chapter 5 and you should read through it before taking any action.

Grievance Procedure

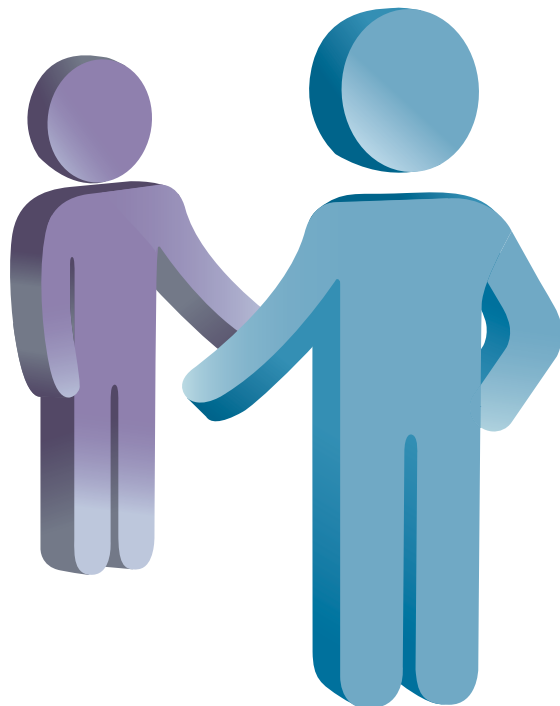
Whilst your employer can carry out the previous procedure against you, you also have rights and a procedure that you can use if you feel that there are issues, for example with your working conditions.

As with the other procedure it is obviously a lot better for both you and your employer if you can resolve small problems by talking, and it would be sensible to work with your employer to set aside time for a regular meeting whereby you can both raise any issues or problems without resorting to using procedures.

The full Grievance Procedure is contained **in Chapter 5** and you should read through it before dealing with a grievance. You should have received a copy of this procedure with your Employment Contract.

Don't forget the full Procedure is in Chapter 5 and you should read through it before taking any action.

If you have a problem or grievance you should try and resolve the issue by talking about it. Ask your employer to arrange regular meetings for you both to discuss any problems.



Summary Standard Grievance Procedure

STEP 1

- You should provide your employer with a written statement of your grievance.
- If the grievance is against your employer then they should ask their Direct Payment Advisor to arrange for a suitable third party to oversee the hearing.



STEP 2

- The meeting will either be held by your employer or by the third party and you both have a chance to discuss the grievance you have made.
- After the meeting the employer or third party must inform you of the decision taken in response to the grievance and notify you in writing.
- The letter should detail what you need to do to appeal against the decision if you want to.

STEP 3

- If there is no appeal then the matter will be resolved as per the decision of the first hearing.
- If there is an appeal then an alternative third party might be required to hear that appeal. The decision of the Appeal Hearing will be communicated to the employer and employee.

Don't forget the full Procedure is in Chapter 5 and you should read through it before taking any action.

Sickness Policy

Sometimes you might be unwell and it is important that you let your employer know as soon as possible so that they can arrange cover. You may be entitled to Statutory Sick Pay so you must inform your employer as soon as you can that you are ill.

You must ensure that your weekly or monthly timesheets clearly mark the days you are off sick on that timesheet. It is also recommended that the Employer keep a separate record of sick leave for each Personal Assistant; a copy of the blank form is contained **in Chapter 5**.

How you should deal with being sick is written down in your Contract of Employment, which is contained in this toolkit. It might vary slightly so check your specific contract but generally a Sickness Policy requires you to do the following:

- Tell your employer on the first day and each subsequent day that you are ill.
- **On the first day you must try and inform your employer at least 1 hour before your start time.**
- You can sign a "Self Certification" form from the Post Office for the first seven days but after 7 days you must get a Doctors Certificate.
- You will need to give these certificates to your employer who will pass them onto payroll. If you don't then you might not receive any Statutory Sick Pay to which you might be entitled.
- You will not get your normal pay but might be entitled to what is called Statutory Sick Pay. You will need to ask payroll about this.

Holiday Entitlement

You are entitled to Holiday Entitlement, which is governed by law, and currently an employee is entitled to 4.8 weeks pro rata per year including Bank Holidays. This does change quite often and is due to go up again in April 2009. It is worth checking with one of the employee help lines listed **in Chapter 5** after April 2009 to make sure you are getting what you are entitled to.

So if you normally work 10 hours per week you will get a total of 4.8 weeks off work at 10 hours per week. A total allowance then of 48 hours over the year is allowed as paid time off.

Ideally you should only take time off when you have built your allowance up. So for example if you start work on April 1st and want to go on a 2-week holiday on August 1st then how do you know if you have got enough time off built up?

Well by August 1st you will have worked 4 months, which is one third of a year. One third of 4.8 weeks = 1.6 weeks so officially you haven't got enough leave yet. But you should speak to your employer as they might still allow you to take the extra time off in advance of it being owed to you.

However, if you leave your employment with any outstanding holiday taken then your employer can reduce your final payment by the amount of extra holiday you have had.

There is a blank Holiday Form **in Chapter 5** that will allow you and your employer to keep track of what you should be getting and what you have taken off. This means that you both know where you are.

Holiday Entitlement

You need to give notice of leave, which should be twice as long as the leave you are asking for. So if you want one week off you need to give two weeks notice. Obviously you should try to plan to give as much notice as possible to help your employer plan cover. Your employer might ask you to give them much more notice and you can do this as long as you both agree.

Your employer can refuse to give you leave on the dates that you want but they must have a good reason why it is not possible and they must also give you the correct notice.

For example if you asked for one weeks holiday one month in advance they can deny that leave but they should let you know that within one week of your request as you have asked for one weeks holiday. i.e. they must reply within the same length of time as the intended leave.

There might also be certain times of the year that your employer won't allow leave, they can do that but it is helpful if your employer makes that a formal agreement and you both sign it to confirm you both agree. Also there may be certain times of the year that you might be required to take leave because your employer goes away to stay with family or friends for example at Christmas. It is also helpful if your employer puts that into an agreement and you both agree it and then you know where you are with planning your own time off.



Maternity, Paternity, Adoption & Paternal Leave

The law changes regularly in this area so if this affects you then you should talk to ACAS (**Chapter 5**) to check how things should be done and what your rights are.

In particular if you are pregnant it is really important that you discuss this early on with your employer as they might need to put measures in place to look at the sort of work you do, for example if there is lifting and moving involved in the job.

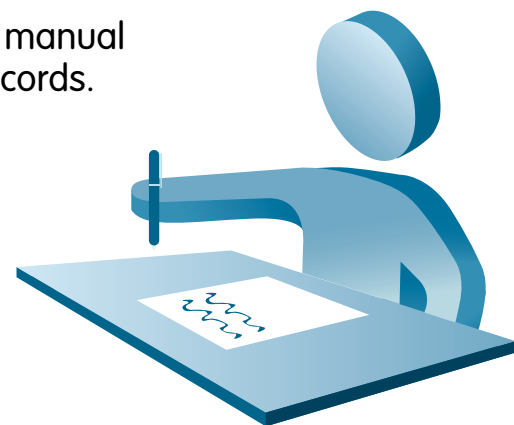
Your employer might need to carry out a risk assessment and look at alternative ways you can perform your job safely if you are pregnant.

Record Keeping

It is important that you and your employer keep records of paperwork and part of your role might be to assist your employer with ensuring that your own records are kept in order. This will help you both if you keep holiday, sickness records etc so that you both know where everything is.

Your timesheets are very important in terms of ensuring you get paid for the work that you have done and you should make sure that a copy is kept on your file as well as one being sent to the person dealing with payroll.

There are some blank forms in the back of this manual **in Chapter 5** to help you with keeping these records.



Chapter 2

Induction, Appraisals, Learning & Continuing Professional Development

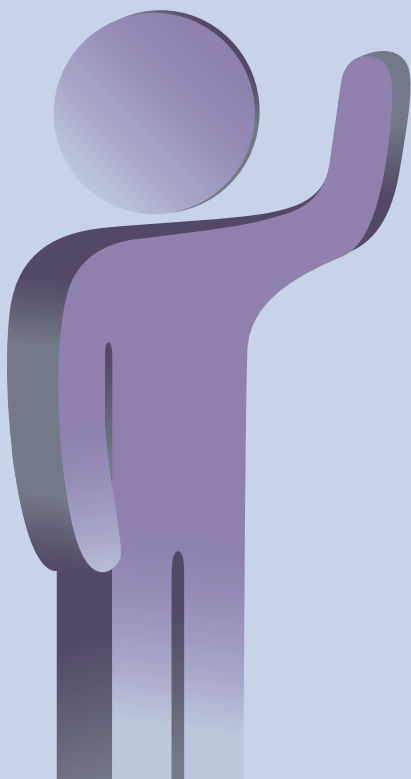


Chapter 2

Induction, Appraisals, Learning & Continuing Professional Development

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Induction, Appraisals, Learning & Continuing Professional Development

Induction

An important part of starting a new job is to make sure that you are given information at the beginning that will help you to do your job. You should already have received a Job Description and that is a good start to ensure that everything goes smoothly.

When you are being invited to work in someone's home it is even more important that you understand the ways in which they want you to work and that you can fit into their routines and requirements quickly.

For this reason we recommend that an employer carries out an Induction. This is basically a programme of information, training and work, planned by the employer, which tells you the main things you'll need to know. An induction programme helps you both to start to build an effective working relationship.

We suggest that the employer follows this 8 Point Plan. Whilst it is the employer who should instigate this meeting we thought it would be useful for you to see the sort of information that you should discuss early on or before you start your new job.

8 Point Plan

1. Arrange a Meeting

It's important that your employer arranges a meeting with you before you formally start to work for them. This is particularly important to make sure you get any required training before you start your duties. It is your employer's responsibility to make sure you don't hurt yourself when lifting or using lifting equipment so if you are not already skilled you should get training before you start.

2. Checklist

We suggest that the employer makes a list to discuss at the meeting, this could include:

- What they like to be called.
- What medication they have to take and when.
- Any religious or cultural rules that they follow.
- Where their equipment/ materials are.
- Any parts of their home that is private to them.

It is important that you also make a list of any questions that you might have which you think you might need to know when you first start work.

3. Be Open

You need to respect that you are providing personal care to your employer but we do ask that they are open to any ideas or suggestions that you have about how things are done.

4. Contract and Job Description

You should both talk through the Contract and Job Description and make sure there is no confusion as to the agreed contents.

Talk through the Disciplinary and Grievance Procedures and make sure you understand how these will work if needed.

5. House Rules

Your employer should let you know about any house rules.

6. Training, Coaching & Delegation

You might need to get some training either before you start or very early on so that you can safely carry out your tasks. There is a section later in this chapter, which looks at some training courses, which you might need.

7. Risk Assessments

Your employer needs to consider any risks that might be in the home and ensure you are aware of them and any ways of reducing those risks. This should be discussed in your induction meeting.

8. Appraisals

An appraisal is a meeting that will take place between you and your employer at set intervals. This will usually happen after the first month of your job, then before the end of your probation and finally annually.

It should be a useful process that allows you both to review how you are getting on, openly discuss issues and talk through any training that you might need or want to undertake.

There is an Appraisal Checklist in Chapter 5, which should help you to think about the appraisal before your first one.



Learning & Continuing Professional Development

There are some courses that you might need to take before you start your job or early on in your new role. Looking at the Job Description and seeing what skills are required can usually identify these courses.

So if for example you are being asked to prepare food then it is important that you have attended a Food Hygiene course. If you need to use moving equipment or will need to help move your employer then you should receive both training on Moving and Handling and also training on the equipment. Speak to your employer who should talk to their Direct Payment Advisor to get advice on the courses, as the Local Authority will often provide these courses for you.

Short Courses might include:

- Moving and Handling - generally a one day course
- First Aid – generally a one day course
- Food Hygiene – generally a half day course
- Infection control – generally a half day course
- Feeding and Swallowing – generally a half day course
- Personal Care, Pressure Care – generally a one day course
- Epilepsy training – generally a one day course
- Medication- generally a half day course
- Health & Safety & Risk Assessments- generally a one day course

There is a table detailing possible training required at the end of this section. In addition to any short courses, you might want to consider improving your caring skills through more formal education. An NVQ is a National Vocational Qualification, which allows you to improve your care skills and achieve recognized qualifications.



“What skills do I need to do my job?”

Continuous Professional Development [CPD]

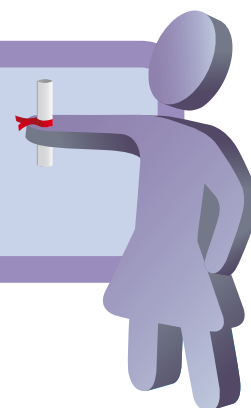
Its important that any learning activity you undertake [and this can be any learning on the job, training course, qualification or any other activity which supports you to do your job effectively, such as reading policies and procedures] is recorded on the sheet headed Continuous Professional Development in Chapter 5.

This form will let you list the activity undertaken, what you learnt from it and how long you spent on it. The number of hours you spend on the activity will be important to demonstrate that you have met the standards for CPD in the future.

NVQ Awards

There are two levels of NVQ that may be suitable for you to undertake. These are:

NVQ level 2 in Health and Social Care
NVQ level 3 in Health and Social Care



If you meet certain criteria you or your employer will be able to access government funding for some NVQs. The level of NVQ you can undertake will depend on the tasks you are carrying out. It is more than likely that you will be carrying out tasks at level 2 or 3 and for this, if you meet funding rules, you will be able to access the award free.

Talk to your employer and their Direct Payment Advisor about how they might access funding and who might be able to provide the NVQ award for you in your area.

To gain an NVQ you must be able to provide evidence of the work you are undertaking and must keep this in a portfolio to show to an NVQ assessor.

NVQ Awards

Most assessments for an NVQ take place in the workplace; in this case this will be your employer's home, so there may be times when the assessor will come and observe you at work carrying out tasks or looking at records you will have kept regarding the care you are providing.

The NVQ assessor will always make an appointment with you and your employer for when they would like to visit for an assessment and will tell you what it is they intend to observe.

It is not essential for you to do this training but it will improve your carer skills in the long term and will also mean that in the future it is easier for you to evidence your skills as you will have a recognized qualification.

Further information about these courses can be found at the Skills for Care website, their contact details are contained **in Chapter 5** and there are also details of some providers who can be contacted for further information.

Not all the activities identified on the following page will be relevant to you and neither is the list exhaustive. Reviewing the Risk Assessment with your employer before you start work, or on the first day if this is not possible, will identify other learning needs which are relevant to the work you will do.

Your employer's Direct Payment Advisor should be able to assist with how to access other learning activities not listed here and how to access funding for them if required.

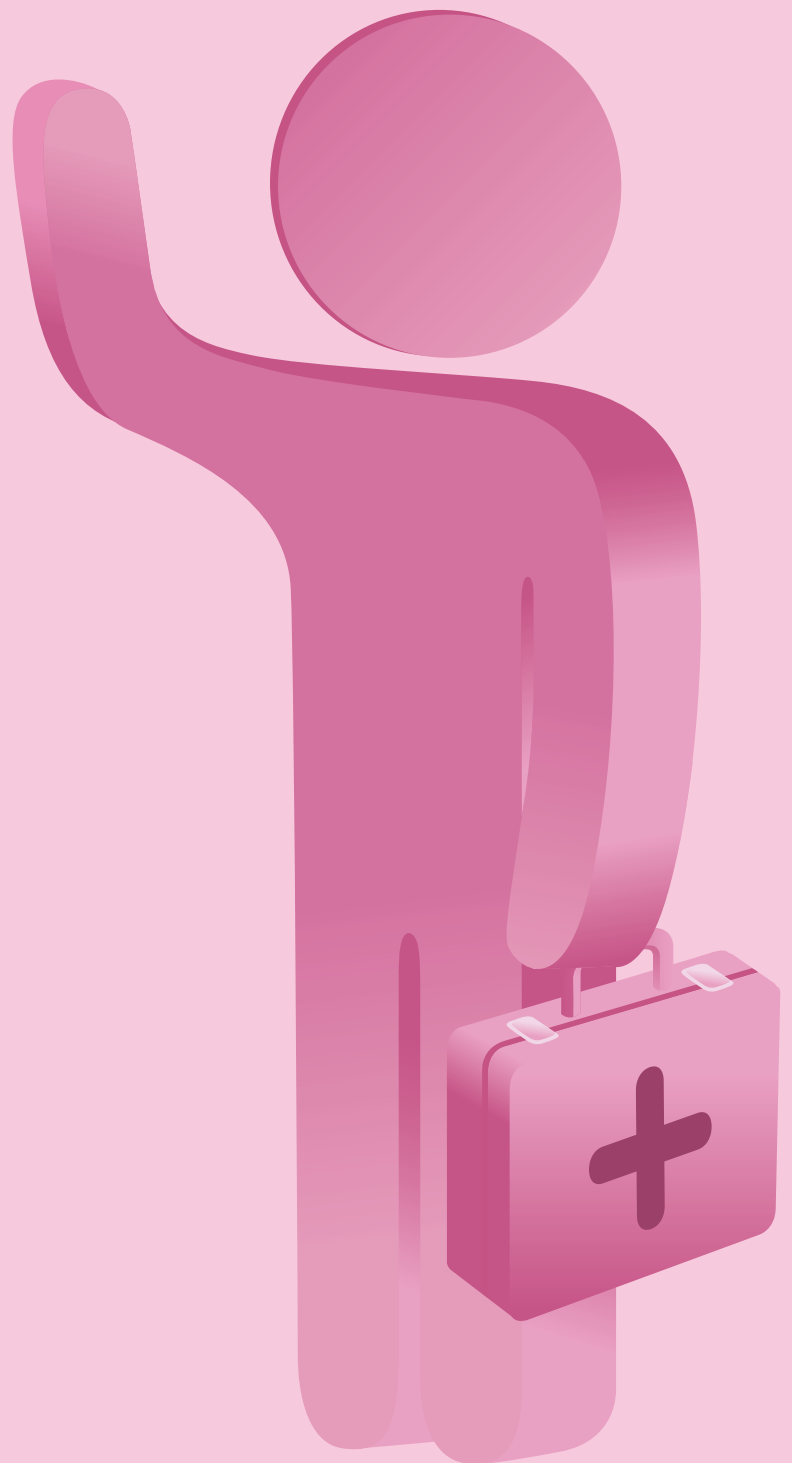
Here are some examples of courses. This list is not exhaustive and you should talk to your employer and their Direct Payment Advisor about any other requirements.



Learning Activity	Length of Activity [approx]	When it should be undertaken	How it can be provided
Reading Personal Assistant Getting Started Guide	variable	Prior to start/In the first week	By DPC
Learning and development identified from Risk Assessments	variable	In the first week/ month depending on urgency	By demonstration, through training course, e-learning
Moving & Handling Training	1 day	Before the PA starts work [if required]	Training course
Personal and Intimate Care	1 day	Before the PA starts work [if required]	Training course
First Aid Training	1 day	Before the PA starts work	Training course
Food Hygiene Training	0.5 day	Before the PA starts work [if required]	Training course
Infection Control Training	0.5 day	Before the PA starts work [if required]	Training course
Mental Capacity Act Training	0.5 day	In the first three months	Training course, e-learning
Equality and Diversity Training	1 day	In the first three months	Training course, e- learning
Safeguarding Vulnerable People	1 day	In the first three months	Training course, e- learning
Record Keeping	0.5 day	Before the PA starts work [if required]	By demonstration, through training course or e-learning
NVQ LEVEL 2 IN HEALTH & SOCIAL CARE- Qualification	6-12 months	Following 6 months in post	Ask your employer to speak with their Direct Payment Advisor or visit www.skillsforcare.org.uk
NVQ LEVEL 3 IN HEALTH & SOCIAL CARE- Qualification	9-15 months	Following 6 months in post	Ask your employer to speak with their Direct Payment Advisor or visit www.skillsforcare.org.uk

Chapter 3

Health & Safety

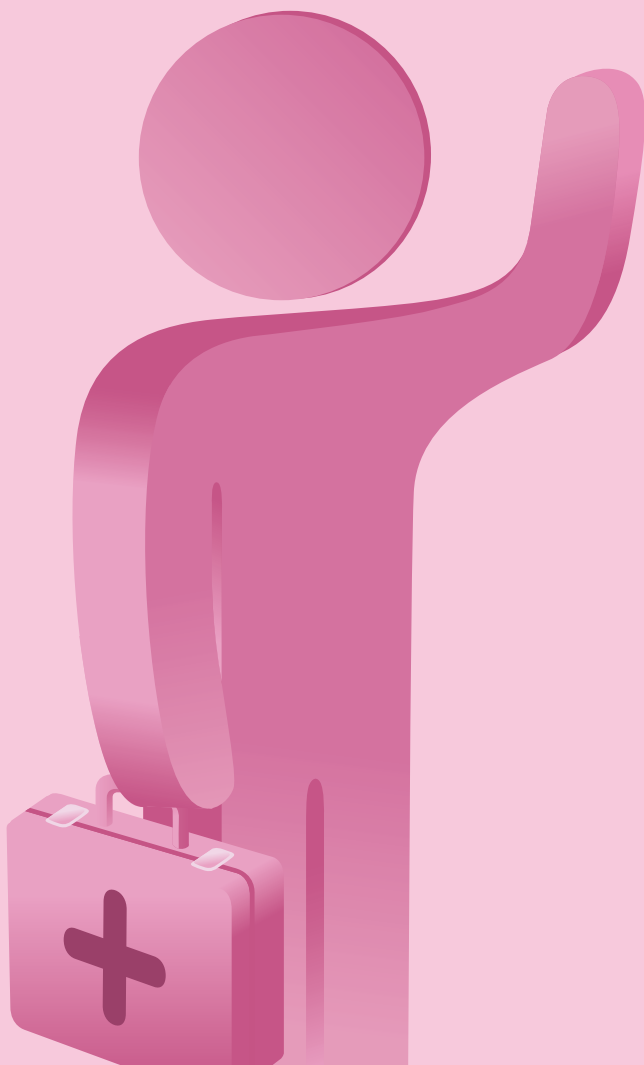


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Health & Safety

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Health & Safety

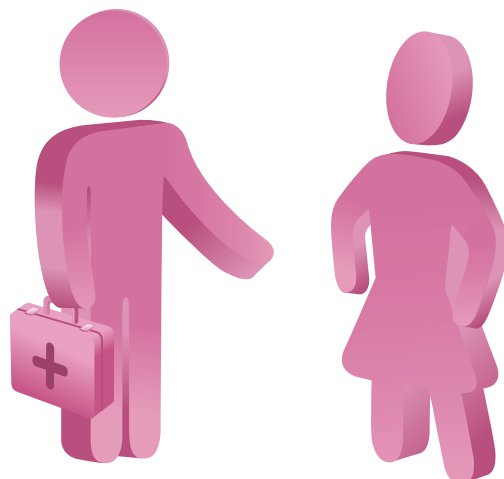
Introduction

Your employer should have carried out some basic risk assessments before you started in order to ensure they dealt with ways of reducing those risks.

However, part of your role of being an employee is to ensure you also let your employer know if there are any health and safety issues in the workplace. It is also likely that as a Personal Assistant, your employer will need assistance maintaining and checking through their risk assessments at regular intervals.

As well as having carried out risk assessments, it is also a legal requirement that any accidents that take place in the home are recorded and in some instances you might need to report them to the Health & Safety Executive.

The Health & Safety Executive is the government body that deals with all aspects of health and safety in the workplace. Their website and helpline will give you lots of support to enable you to help your employer make their home a safe place for you to work. The Health & Safety Executive will provide you with free leaflets to help with areas like Risk Assessments.



Risk Assessments

A Risk Assessment might sound daunting but it can be a simple task. **In Chapter 5** we have included a Risk Assessment Checklist, which you can use to help your employer review risks in their home. Basically you look at:

- What are the hazards?
- Who might be harmed and how?
- What are you doing to reduce this risk?
- What other things can you do to reduce it further?
- How and when will be get this done by?

It is important that these risks assessments are carried out regularly and any actions needed are implemented.

For example your employer might be provided with some new equipment that you will need to use and there might be a danger of you harming yourself through using the new equipment. The solution to reducing that risk is to make sure that you are given the correct training to use the equipment properly.

Health & Safety Information

When you start work there are two ways in which your employer can give you basic information about health and safety. Either

They have a health and safety poster up in their home where you can see it, or

They give you a leaflet called **Health and Safety Law: What You Should Know**.

They must do one of these two things and you should ask them if this doesn't happen. The leaflets and posters are available from the Health & Safety Executive.

If there are over five employees then your employer should have a written **Health and Safety Policy**. There is help to do this on the HSE website or you can get a free leaflet from them which tells you what you need to write down. **Their contact details are in Chapter 5.**

Reporting Incidents

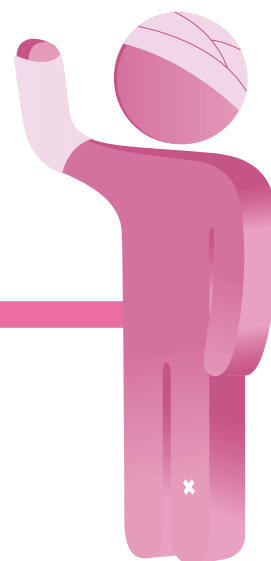
So what do you do if something does go wrong?

Your employer doesn't need to keep a formal accident book if there are fewer than 10 employees however there does need to be a record kept of any accidents that happen. It might be easier to get an Accident Book from the Health & Safety Executive for recording this information as it will have a column for everything that is needed in there. The minimum records that should be recorded are:

- Date & time of accident
- Name and job title
- Nature of injury
- Place where it happened
- Brief description of the accident
- Date of the report

If the accident is very serious then it needs to be reported to the Health and Safety Executive at their Incident Centre on 0845 300 9923. A serious accident is one whereby the person is seriously hurt, dies or if the accident leads to them being off work for more than three days. If you are not sure then phone the Incident Centre and check.

**You should call the
Health & Safety
Executive on
0845 300 9923
if you have a
serious accident.**



Chapter 4

Money Matters



Chapter 4

Money Matters

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Money Matters

Managing Money

Your employer has lots of responsibilities to manage their money correctly and there are ways in which you can help.

Make sure you get receipts for all expenditure, for example if you are required to go shopping for food then make sure you get a receipt.

Keep your timesheet records completed and up to date.

If required assist your employer with record keeping and writing down expenditure onto a form so that it can be checked (**see Expenditure Form in Chapter 5**).

Your employer needs to keep the following records so they might require you to help them set up a simple filing system:

- Cheque book stubs
- Bank statements
- Invoices
- Receipts
- Weekly wage records

Managing Money

Your employer will need to complete forms every few weeks for the Local Authority so they can check the expenditure.

Payroll

It is likely that your employer will ask the local authority to deal with payroll so that your taxes and national insurance are paid and kept in order.

Insurances

Your employer will need to keep Employers Liability Insurance and Public Liability Insurance. If you are helping with filing information, you can help your employer by ensuring these policy documents are kept in a safe and accessible place.

Car Insurance

If you are using your car for transporting your employer, you must make sure that you are properly insured for this type of work as it is not always covered on your normal insurance. If the insurance costs you more than your current policy then discuss this with your employer to check if they will cover the increased costs.

Pensions

Unless your employer has more than 5 staff then you will need to make your own pension arrangements.



Keeping Safe

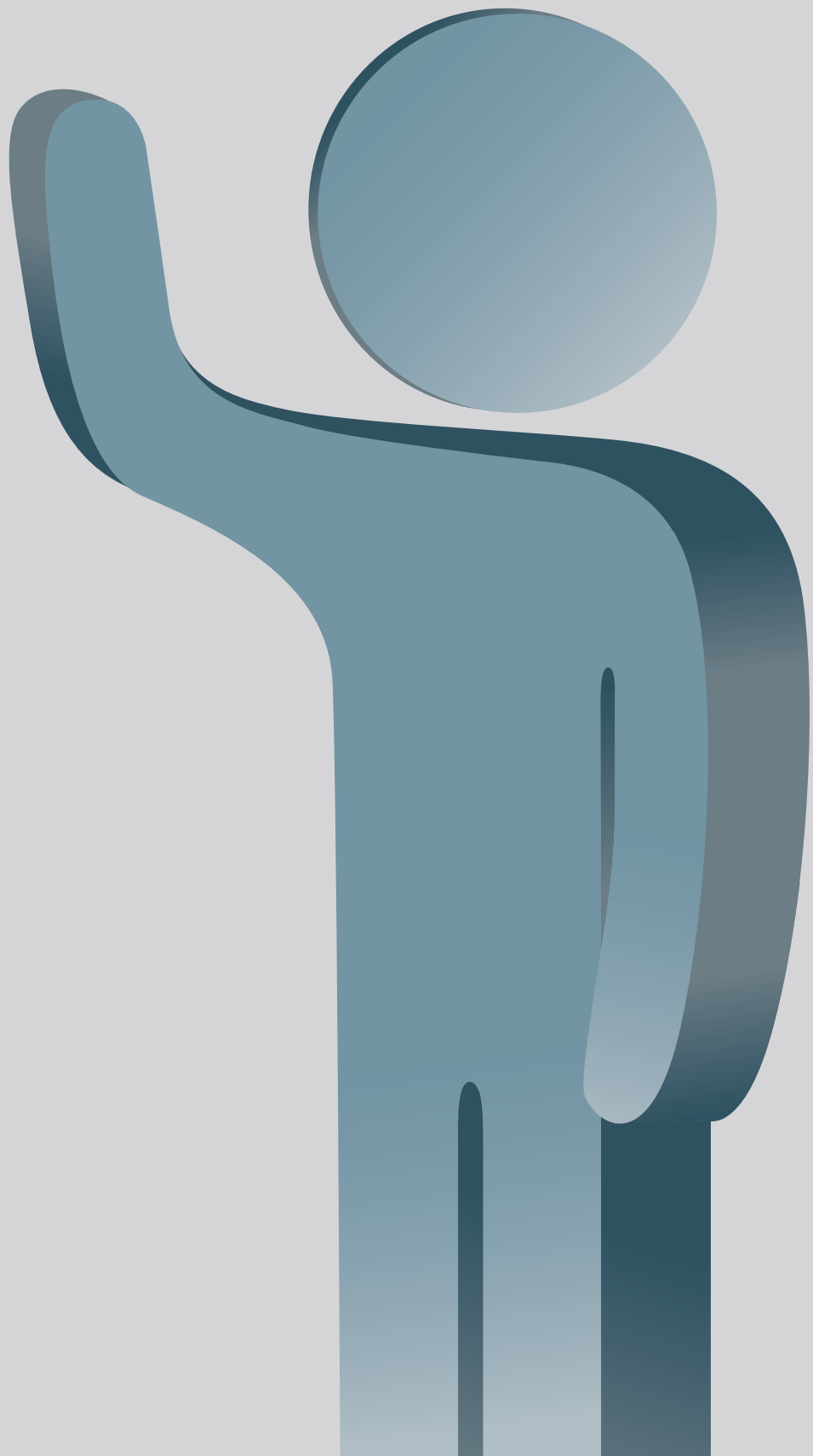
It is important to have safe guards to protect you and your employer when managing budgets and cash. It is in both your interests to keep a few basic rules:

- **Never** lend money to your employer, whatever the reason may be.
- **Never** borrow money from your employer, however small the amount is.
- **Never** agree to take cash out of a bank for your employer if it requires them to reveal their bank PIN to you.
- **Always** keep receipts when shopping for your employer.
- **Do not** use your own funds to shop for your employer.
- **Ensure** you understand when and how you are getting paid.
- **Do not** ask for an advance on your wages.
- **Do not** ask your employer to help you with your personal financial affairs.



Chapter 5

Xtra Help



Chapter 6

Xtra Help

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Useful Links

There are lots of organisations out there that can help you with information and will be happy to answer questions.

ACAS

www.acas.org.uk

Tel: 08457 47 47 47

MINICOM: 08456 06 16 00

ACAS is the Advisory, Conciliation & Arbitration Service (ACAS), which aims to help employers and employees. They provide up to date information, independent advice, training and assist with problems when they occur. Their website has lots of information on it which is helpful to check legislation but they also have a Helpline number above. ACAS publish a number of guidance leaflets on all aspects of employment.

BUSINESS LINK

www.businesslink.gov.uk

Although this website is primarily targeting businesses, as an employee it is a very useful site that provides you with easy access to lots of up to date employment information, guidance and advice.

HEALTH & SAFETY EXECUTIVE

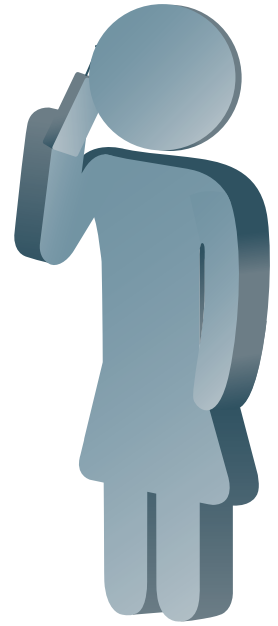
www.hse.gov.uk

Tel: 0845 345 0055

Minicom: 0845 408 9577

The Health and Safety Executive is responsible for health and safety regulation in Great Britain. The HSE's mission is to protect people's health and safety by ensuring risks in the changing workplace are properly controlled.

Their website is full of useful guidance or you can phone for leaflets to be sent out.



NVQ PROVIDERS

(there are many providers but these websites are particularly helpful)

EDEXCEL

www.edexcel.org.uk

NVQ enquiries 0844 576 0026

Edexcel is a provider of qualifications including NVQ's

CITY & GUILDS

www.city-and-guilds.co.uk

Tel: +44 (0)20 7294 2800

NVQ and Training Provider

THE PENSION SERVICE

www.thepensionservice.gov.uk

Tel: 0845 60 60 265

Textphone: 0845 60 60 285

Government Service to assist employers and employees with pension information.

WWW.THINKCARE.CO.UK

The thinkcare web site was developed by Skills for Care North West , and is supported by the Association of Directors of Adult Social Services and the Association of Directors of Children's Services. The site provides the following information:

- about Care Careers
- for those working in Social Care about training, learning and development
- for employers about a range of workforce issues

Useful Links

SKILLS FOR CARE

www.skillsforcare.org.uk

Tel: 0113 2451716

Skills for Care is the employer led authority on the training standards and development needs of nearly one million social care staff in England providing over £25 million in funding to support improved training and qualifications for managers and staff.

Their website contains useful information regarding NVQs and training opportunities and links for providers and other organisations.

Skills for Care has nine regional offices:

North East

Skills for Care North East Office

Belasis Business Centre,
Belasis Hall Technology Park,
Coxwold Way, Billingham TS23 4EA

01642 345673

Eastern

Skills for Care Eastern

Compass House,
Vision Park, Chivers Way,
Histon, Cambridge CB24 9AD

01223 257923

Yorkshire & The Humber

Skills for Care Yorkshire and the Humber

Priory Street Centre,
15 Priory Street, York YO1 6ET

Tel: 01904 461 050

South West

Skills for Care South West Office

Burraton House,
5 Burraton Square,
Poundbury, Dorchester,
Dorset DT1 3GR

01305 816080

North West

Skills for Care North West Offices

1-4 Farington House,
Lancashire Business Park,
Centurion Way, Leyland PR26 6TW

Telephone 01772 459401

South East

Skills for Care South East Office

44 High St, Addlestone,
Surrey KT15 1TR

Tel: 01932 853500

East Midlands

Skills for Care East Midlands

Regional Office,
Marlborough House,
Charnwood Street, Derby DE1 2GT

01332 345270

London

Skills for Care London

Kensington Charity Centre
Charles House, 375 Kensington High Street,
London W14 8QH

Tel: 020 7471 6772

West Midlands

Skills for Care West Midlands Office

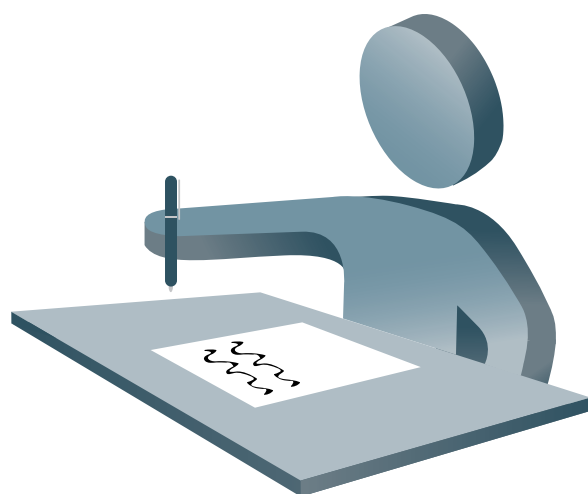
iBIC Building, Holt Court South,
Jennens Road, Aston Science Park
Birmingham B7 4EJ

Tel: 0121 250 3800

National Address:

Skills for Care

**Albion Court, 5 Albion Place,
Leeds LS1 6JL**



Job Description

This information is provided to your employer to help them provide a Job Description for you. It is included in this chapter to give you an example of what your employer could have used to help create a job description. You can use this section to help work with your employer to create one if you haven't got one.

What the job description should include:

a) An overview of the job and what the PA is expected to do. This can include:

- Some background about employer and their lifestyle
- What is expected from the PA

b) The main tasks in the job:

- This should be based on your assessment
- Split the tasks up according to type
- Split tasks according to frequency
- State if training is required in any areas
- A 'catch all' statement

Any other duties

c) The employer/ employee relationship

- Make clear the nature of the relationship i.e. that the P.A. will take directions from the employer and be accountable to employer
- Details about supervision

- Describe the relationship the Personal Assistant should have with your friends/family/ employees
- Ensure confidentiality is kept
- Agree use of the facilities in the employers home

d) Person specification

- What qualities should the PA have
- What abilities should the PA have
- What experience is needed (if any)
- Any specific requirements (if gender/ race you should quote the relevant acts)

e) Hours of work

- Details of hours/ shifts/ days of work

f) Pay

- Rates of pay (details of different rates for different times)

g) Any other conditions of service

- An equal opportunities statement.

h) A sentence indicating how the job description can be changed or amended.

Sample Job Description

General

I am disabled as a result of a spinal injury. It will be the job of my personal assistant to assist me in the main areas of social and personal need. By providing assistance I will be able to lead an individual and independent lifestyle in my own home within the community.

My assistant should be able to handle the physical skills of lifting, handling, pushing and bending. They will not need to be a strong person to do the job well but good general health is important. They should also feel confident to ask what my needs are and also be willing to listen to my requests and the directions that I give.

Duties

- Personal Care Requirements
- Bathing in bed/ bathroom/ chair.
- Helping in and out of bed/ wheelchair.
- Toileting. Bowel and bladder routines. Fitting and care of urinary devices. Dealing with incontinence management.
- Assisting with dressing and undressing.
- Attention to personal grooming, care of hair, nails, feet, eyes, etc.
- Daily exercise, physiotherapy movements of limbs as required, mainly in the mornings
- Serving and cutting of food as required.

General Domestic Tasks

- Making and changing of bed.
- Laundry – washing and ironing.
- Housework, including cleaning, dusting, vacuum cleaning of rooms, furniture and fitments.

- Other general areas of household maintenance and shopping.
- Preparation, cooking of meals and washing up.

Examples of Other Duties

- Assistance in and out of car.
- Upkeep and maintenance of equipment, e.g. wheelchairs, hoists and other aids.
- Escorting to meeting, places of leisure, etc.

Note: All needs will vary from day-to-day and duties will alter accordingly.

Qualifications and Personal Qualities Required

- Ability to accept responsibility.
- Reliability and trustworthiness.
- Willingness to learn the job well.

Other Responsibilities

Confidentiality: I will need you respect my privacy. Many problems can arise from casual conversation about the care and assistance that you give. Try to maintain a professional approach at all times.

Attitude: appreciate the strains and stresses involved for me and the effect this can have on the acceptance of your help. Understand that the preservation of my dignity and independence is important.

You should respect the possessions and equipment in my home. Use of the telephone, heating, television, radio, etc. are at my discretion.

Person Specification

Having a Person Specification will assist you to:

- Reduce the possibility of discrimination
- Identify the information, skills and knowledge you are looking for in a candidate.
- Help you draw up your interview questions
- Help you make a final decision of who to select and who to reject after interview

The following gives some examples of what you might include.

Physical Requirements

- Appearance
- General Health
- Vision
- Hearing
- Clear Speaking Voice
- Physically capable of tasks required

Attainments and Previous Experience Required

Experience

- Similar Work
- Similar Physical conditions

General Education

- Certificates, Diplomas
- Grammar Spelling, Writing, Reading, Maths

Specialised Training

- National Certificates
- City and Guilds Certificates

Abilities Required

- Helping people
- Understanding people
- Caring/ Emphatic

Disposition Required

- Acts without instruction
- Co-operative
- Reliability
- Sensitive to others
- Easy going
- Friendly
- Works well with others
- Trustworthiness
- Self-confident

You would have to justify any requirement against the job to be undertaken.

Once you have identified the characteristics required to carry out the job you should then identify which of these are:

ESSENTIAL

Essential requirements

DESIRABLE

Not absolutely essential but will help the job to be performed well.

Sample Person Specification

It is the job of the Personal Assistant (PA) to assist in all areas of personal care and domestic need, and to act as a confidential escort, assistant and companion in the person's social and day-to-day activities. By providing help at the right time the disabled person is enabled to lead an individual and independent lifestyle in the community.

The PA should always ask what the client's needs or wishes are and listen to the requests and directions. The PA should have the physical skills of lifting, pushing and bending. One does not have to be a strong person physically to do the job, but general good health and fitness are considered to be an advantage.

Note: All needs may vary from day to day & duties will alter accordingly, so the PA needs to be flexible with his/ her time.

Essential Qualities

- Trustworthiness
- Empathy
- Caring attitude
- Clean and neat appearance
- Reliability
- Friendly, easy going manner
- Sense of humour
- Able to work with or without direct supervision
- Willingness and ability to learn
- Supportive and positive attitude

Desirable Qualities

- Non-smoker (smoking is not permitted in the house)
- Experience of similar work
- Able to deal with figures
- Qualification in care i.e. NVQ standard
- Clean Driving Licence
- Cooking skills

Attitude

The PA must appreciate the strains and stresses involved for the disabled person, particularly in trying to run a home as normally and comfortably as possible with other people having to be around all the time.

Acknowledge his/ her desire to maintain as much dignity as possible when having personal tasks carried out by you and to preserve independence.

It should be remembered that as the person whose lifestyle you are helping to continue to maintain, the disabled person is the one to make the decisions, whether as small as when to wash the curtains or as specific as the correct way of putting on a coat.

It is his/ her requirements you are carrying out, so you must treat him/ her first as your Employer.



Sample Contract Of Employment

Written Statement Of Employment

Name Of Employer:

(Direct Payment Recipient)

Address Of Employer:

.....

.....

Telephone Number:

Name Of Employee:

(Personal Assistant)

Address Of Employee:

.....

.....

Job Title:.....

Commencement Of Employment And Continuous Employment

Your Employment With Your Employer Begins On :

Your Period Of Continuous Employment Began On :

Job Description

You are employed to work as a Personal Assistant and your Job Description is attached to this Contract.

Job Location

Your usual place of work will be at your Employers Address. Flexibility in terms of location has been agreed and you will be required to accompany the Employer to other destinations within your working hours.

Pay

Your rate of pay is agreed as £ . per hour.

You will be paid £ . weekly/four weekly on the th Month or day of the week.

Hours Of Work

Your normal working working hours will be Per week.

You will be required to work these hours between And.....

You will/will not be required to work nights

You will/will not be required to regularly work weekends.

You will be required to complete a weekly timesheet of the hours worked.

The role may require additional or changed hours with due notice given by the Employer.

There may be occasions when the employer (for example is admitted to hospital) does not require the employee to work. In such situations the employee will be entitled to either the statutory guarantee pay or the daily rate of pay whichever is lower.

Holidays

You are entitled to the statutory minimum holiday allowance. Currently this is 4.8 weeks per year including bank holidays (this will increase in April 2009). This means currently you are entitled to 4.8 weeks paid holiday per year (pro rata). A holiday week is the equivalent of the number of hours or days you would normally work for me per week.

Unless agreed and booked as part of your annual leave entitlement, you will be expected to work public holidays. The holiday year runs from April 1st to March 31st in the year you leave or start. Unused holiday entitlement may not be carried forward. You will be paid for any holiday not taken if this contact is terminated.

Sickness Absence

If you cannot work because of illness you must inform your Employer as early as possible on the first day and each subsequent day when you are unable to work. For alternative arrangements to be made the Employer requires the first day notification to be made at least one hour prior to your start time.

Self-Certification is allowed for a maximum of 7 days. You can collect a Form SC2 from the Post Office.

After 7 days a Doctor's Certificate must be provided.

You are not entitled to contractual sick pay. You may be entitled to Statutory Sick Pay if you have followed the procedures laid out above.

Sample Contract Of Employment

Pension Scheme

There is no company pension scheme and therefore there is no contracting out certificate in force for this employment. You are advised to make your own arrangements.

Collective Agreements With Trade Unions

There are no collective agreements with trade unions or other employee groups affecting this employment.

Probationary Period

This post is subject to a probationary period of three months, which may be extended by the employer. During the probationary period employment may be terminated by either side with one weeks notice.

Ending This Employment

Employee Obligations: During the Probationary Period the Employee must give the Employer at least one weeks notice. After the Probationary Period the Employee must give the Employer one months notice.

Employers Obligations: During the Probationary Period the Employer will give the employee 1 weeks notice. After the Probationary Period the Employer will give the Employee one months notice. After four years service the employer will give the employee their statutory minimum, which is currently 1 week for every year worked up to a maximum of 12 weeks. (eg. five years service will equal five weeks notice).

The Employer reserves the right to make a payment in lieu of notice should it so wish.

Disciplinary Procedure

Disciplinary Procedures are explained in the document called Disciplinary & Dismissal Procedure. If an employee is unhappy with a disciplinary decision or decision to dismiss you, you must contact your Employer.

Grievance Procedure

The Grievance Procedure is explained in the document called Grievance Procedure. If you want to seek resolution of a grievance you must contact your Employer.

Maternity/paternity & Adoption Leave

The Employer will comply with current legislation and statutory allowances will be paid in accordance with Social Security Benefits Rules and Regulations.

Confidentiality

You must not at any time disclose any confidential information arising out of your employment, unless such disclosure is authorised by the Employer or is protected under the Public Interest Disclosure Act. Confidential information includes personal information, financial details or the employer’s domestic arrangements.

Health & Safety

Every employee must comply with the Employer’s health and safety policy and procedure.

SIGNED : (EMPLOYER)

I have read, understood and accept the above terms and conditions of employment

SIGNED: (EMPLOYEE)

DATE:

Sample Contract Of Employment

OPTIONAL CLAUSES that you will need to add in to the Contract if required.

Smoking

The employer operates a NO SMOKING policy and smoking is not allowed anywhere on the employer's premises nor around the employer when escorting the employer outside of their premises during working hours.

Transport

It is an essential part of the Job Description that the Employee is able to drive (Employers vehicle) and that he/she holds a current full UK driving license. Should the Employee lose their license it could result in dismissal

or

The employee undertakes before using their own private car in the course of their job to keep their car comprehensively insured for use for the purposes of the employer and ensure it has full and complete insurance in respect of all claims of whatever nature arising out of ownership and use by the employee of their car.

Meals On Duty

The Employer will within reason, provide the employee with meals and refreshments during the hours they are working at no cost.

or

The Employer will not provide meals

Media

Communication with the press, television, radio, or internet must be authorised by the Employer if it is in any way connected with your employment or it likely to contain reference to the employer.

Working Overseas

From time to time you may be required to accompany the Employer overseas. This will be for no more than 2 weeks in any 26-week period and payment will be individually negotiated. (Input requirements here as required)

Disciplinary & Dismissal Procedure

This is the Disciplinary and Dismissal Procedure of the Employer and should be followed when an Employee is being disciplined or dismissed.

Matters, which may be dealt with under this Disciplinary and Dismissal Procedure, include discipline and dismissal for the following reasons (this list is an example of the type of behavior and is not limited to this list):

- misconduct
- sub-standard performance
- harassment or victimisation
- misuse of Employers facilities including computer facilities (eg e-mail and the Internet)
- poor timekeeping
- unauthorised absences

Minor cases of misconduct and most cases of poor performance may be dealt with by informal advice, coaching and counseling. An informal verbal warning may be given, which does not count as part of the formal (or statutory) disciplinary procedure. No formal record of this type of warning will be kept.

If there is no improvement or the matter is serious enough, the Employer should follow the Standard Disciplinary & Dismissal Procedure and must invite the Employee to a disciplinary meeting at which the matter can be properly discussed. The Employee is entitled to bring a work colleague or Trade Union representative to the meeting. The Employer will communicate the outcome of the meeting to Employee.

The Standard Disciplinary & Dismissal Procedure

Step 1: Employer gives employee a written statement and calls a hearing

The employer will set out in writing the employee's alleged conduct, characteristics or other circumstances which lead him/her to contemplate dismissing or taking disciplinary action against them. The employer will inform the employee, in the written statement of the basis on which he/she has made the allegations against the employee. If possible the employer will provide copies of any relevant evidence. The employer will invite the employee to a hearing to discuss the matter.

Step 2: Meeting is held and employer informs employee of the outcome

The meeting will take place before any action, (other than suspension on full pay if appropriate), is taken. The meeting will be held without undue delay but only when the employee has had a reasonable opportunity to consider a response to the employer's written statement and any further verbal explanation the employer has provided. The employee must take all reasonable steps to attend the meeting.

After the meeting the employer will inform the employee of his/her decision and notify the employee of their right to appeal against the decision

Step 3: Appeal against the disciplinary decision if necessary

If the employee wishes to appeal they must inform their employer in writing within a reasonable time. If they do this then the employer will invite them to attend a further meeting. The appeal hearing may take place before or after dismissal or disciplinary action has taken effect. After the appeal hearing the employer will inform the employee of his/her final decision and will confirm it in writing as soon as practicable.

Disciplinary & Dismissal Procedure

The Employer might choose the following disciplinary measures:

Oral warning

If the issue is deemed to be minor then the employer may give the employee a formal oral warning. The employer should keep a note of this oral warning on file but it will be disregarded for disciplinary purposes after a specified period (e.g. six months). The employee must be given the right to appeal against the Oral Warning.

Written warning

If the issue is more serious or there is no improvement in conduct after a formal oral warning the Employer must give a formal written warning giving details of the complaint, the improvement or change in behavior required, the timescale allowed for this, the right of appeal and the fact that a final written warning may be given if there is no sustained satisfactory improvement or change. A copy of the written warning will be kept on file but will be disregarded for disciplinary purposes after a specified period (e.g. 12 months).

Final written warning

Where there is a failure to improve or change behavior during the period of a prior formal written warning, or where the infringement is sufficiently serious, the employer can give a final written warning. This will give details of the complaint, warn that failure to improve will lead to dismissal and refer to the right of appeal. The final written warning will be kept on file but will normally be disregarded for disciplinary purposes after a specified period (e.g. 12 months).

Dismissal

If the employee's conduct or performance still fails to improve the final step will be to contemplate dismissal. If the employer is contemplating dismissing s/he must follow the "Standard Disciplinary and Dismissal Procedure" which is a statutory requirement. Failure to do so will usually result in a finding of automatically unfair dismissal.

Gross misconduct

There are types of misconduct that are so serious that they are termed Gross Misconduct.

While the alleged gross misconduct is being investigated, an employee may be suspended, during which time they will be paid. Any decision to dismiss will be taken by the employer only after a full investigation.

The Standard Disciplinary and Dismissal Procedure applies to dismissals for gross misconduct.

If after investigation it is confirmed that the employee has committed one of the following offences (the list is not exhaustive), they will normally be dismissed:

- theft
- fraud and deliberate falsification of records
- physical violence
- serious bullying or harassment
- deliberate damage to property
- serious insubordination
- bringing the employer into serious disrepute
- serious incapability whilst on duty brought on by alcohol or illegal drugs
- serious negligence which causes or might cause unacceptable loss, damage or injury
- serious infringement of health and safety rules
- serious breach of confidence (subject to the Public Interest (Disclosure) Act 1998).

Modified Dismissal Procedure

In a few cases of gross misconduct the employer may be justified in dismissing immediately without conducting an investigation. In these cases a two-step "Modified Dismissal Procedure" will be followed, otherwise the dismissal will be automatically unfair.

Step 1: Employer gives written statement

The employer must give the employee a written statement setting out the conduct that has resulted in the dismissal and informing them of the right to appeal against the decision to dismiss.

Step 2: Appeal against the disciplinary decision

If the employee wishes to appeal they must inform the employer. A meeting must be held (in accordance with the general principles set out above). The employer must inform the employee of his/her decision following the meeting.

General Principles

The following principles apply to the Standard Dismissal and Disciplinary Procedure and the Modified Dismissal Procedure set out:

- The person who has authority to discipline you in accordance with this procedure is the employer.
- The employee has the right to be accompanied to any meeting by a Trade Union representative or a fellow employee.
- Each step in the procedure will be taken without unreasonable delay and hearings will be held at reasonable times and locations.
- Meetings will be conducted in a manner that enables both employer and employee to explain their cases.

Records will be kept detailing the nature of any breach of disciplinary rules or unsatisfactory performance, the employee's defense or mitigation, the action taken and the reasons for it, whether an appeal was lodged, its outcome and any subsequent developments. These records will be kept confidential.



Grievance Procedure

It is the employer's policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with your employer.

Where the grievance cannot be resolved informally it will be dealt with under the following procedure that complies with the statutory standard three-step grievance procedure.



The Standard Grievance Procedure

Step 1: Employee gives written statement of grievance

The employee must put their grievance in a written statement of grievance and give a copy to the employer. Where the grievance is against the employer the matter should be raised with the Direct Payment Advisor to arrange an appropriate third party to oversee the hearing.

Step 2: Meeting is held and employer informs employee of the outcome

The employer (or approved third party) will invite the employee to attend a meeting to discuss the grievance. The meeting will only take place once the employee has informed the employer of the basis for the grievance that is set out in the written statement, and the employer has had a reasonable opportunity to consider what response to make.

After the meeting the employer (or approved third party) must inform the employee of the decision taken in response to the grievance and notify them of their right to appeal if they are not satisfied with the employer's decision.

Step 3: Appeal if necessary

If the employee wishes to appeal they must inform the employer. The employer (or approved third party) will then invite the employee to attend another meeting. If reasonably practicable, an alternative third party who has not been involved in the grievance procedure so far will deal with the appeal. After the meeting the employer (or approved alternative third party) must inform the employee of the decision taken.

The Modified Grievance Procedure

The Modified Grievance Procedure will apply in relation to your grievance only if:

- The employee no longer works for the employer
- The employee has agreed with the employer in writing that it will apply
- The employee raised it before they left, but the standard procedure wasn't completed, or the employee didn't raise it until after they left

There are two steps within the Modified Grievance Procedure:

**Step 1:
Employee gives written statement of grievance**

The employee must put their grievance in a written statement and send a copy to the employer.

**Step 2:
Employer gives written response**

The employer must write back to the employee giving his/her response to the points raised.

Principles Applicable to the Standard and Modified Grievance Procedure

- Each step in the grievance procedure should be carried out without unreasonable delay. The times and locations of meetings should be reasonable.
- Meetings must be conducted in a way that allows both parties to explain their case.
- Records should be kept detailing the nature of the grievance raised, the employer's response, any action taken and the reasons for it. These records should be kept confidential.
- The employee has the right to be accompanied to the hearing by a Trade Union representative or a fellow employee.

There are some cases in which the statutory procedure does not have to be followed or does not have to be followed in full, for example where the grievance is about the fact the employer intends to dismiss you. In these cases, the employer will not necessarily follow the statutory procedures set out above.

If you want to seek resolution of a grievance you must contact your employer.



Personal Assistants Time Sheet

Day	AM		PM	
	Start	Finish	Start	Finish
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Employees Signature (Personal Assistant):

I confirm that I have been provided with the care as recorded above during the period stated:

Employers Signature

Signed : Dated :

Employers Name

Week Commencing

Employees Name

Total Hours	Remarks
	Total Hours

Holiday Record

Year

1 April 20__ to 31 March 20__

Employer (DPC):	
Employee (PA):	

Annual Leave Entitlement:	
----------------------------------	--

Date employment commenced if after 1st April

This Years Entitlement (if different)	
--	--

Reason for difference:

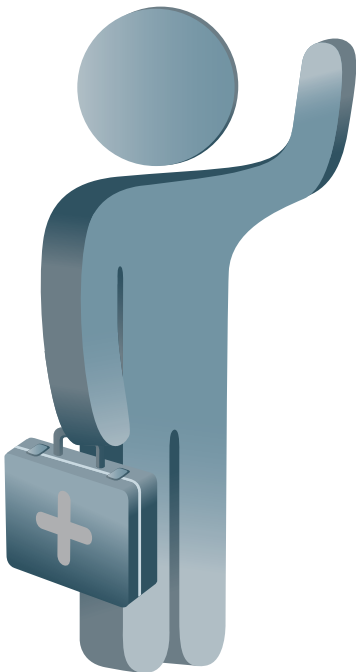
.....
.....

Entitlement will differ if employment ends before March 31st or contracted hours change



Sickness Absence Form

Employee Name	
Year (Dates from/to)	



Appraisals of Personal Assistants

This information is provided to your employer to help them provide appraisals for you. It is included in this chapter to give you an example of what your employer should be doing on a regular basis and for you to use to instigate an appraisal if you want your employer to carry one out.

This checklist is to help you to prepare and manage a 'Personal Assistant Appraisal'. It may be useful to give some thought to the issues that are likely to be raised in the meeting and give your Personal Assistant time to prepare as well. This information should only be used as a guide as each employer will have differing needs and require their PA's to carry out different tasks so this list is not exhaustive.

You should try and carry out an Appraisal:

- At the end of first month
- Prior to end of Probation Period
- Six monthly thereafter

Review current tasks

- Have these tasks changed – if so why?
- Have any additional tasks been added – if so why?
- Are there any areas of disagreement about the tasks involved?

Are there heavy tasks/lifting and handling involved?

- If so are there adequate arrangements in place (necessary equipment/ health and safety check)?
- Is the PA fully trained/capable of carrying out these tasks?

- What does the PA feel are the most satisfying areas of the job?
- What areas if any would your PA and you like to improve?
- Are there any issues around the PA's performance both positive or negative?
- Any issues regarding punctuality/time keeping?

Any issues regarding sickness?

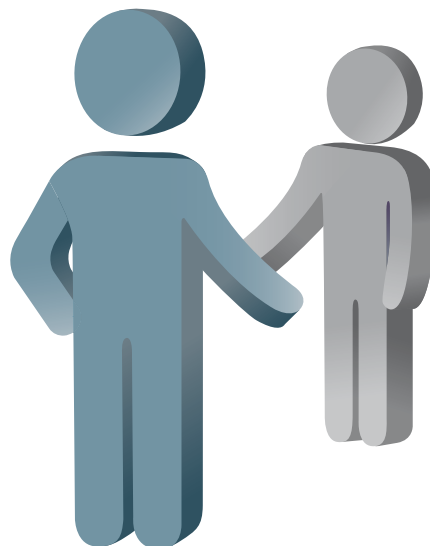
- Does PA have a high sickness rate, if so have reasons been identified with the employer and can/have adjustments been made to improve the situation?

Are there any additional skills that are needed to carry out the tasks required

- Can these be met via training?
- If so what training and what timescales to achieve this?

Is there anything else that you and your PA would find helpful to discuss during this appraisal?

Do CRB checks need to be renewed?



Action Plan

Action Required	How this will be met and by whom?	Timescale

Action Required	How this will be met and by whom?	Timescale

Home Risk Assessment

This Checklist is provided to your employer. You might need to help your employer complete this when you start so that you can check for risks and arrange any training required or you might need to help your employer review this assessment at regular intervals.

Use this checklist to identify any potential hazards in your home. The list is not exhaustive and you should include anything else that should be checked in your home.

General Details:

Direct Payment Customer NAME:	
Date of Birth	
Address	
Telephone Number	

Tasks To Be Undertaken:

Getting up/putting to bed **YES / NO**

Shopping **YES / NO**

Bathing/showering **YES / NO**

Cleaning **YES / NO**

Toileting **YES / NO**

Preparing meals **YES / NO**

Feeding **YES / NO**

Assisting in leisure activities, e.g. swimming **YES / NO**

Dressing/undressing **YES / NO**

Assisting in/out of vehicles, e.g. cars **YES / NO**

Support with medication **YES / NO**

Driving activities, e.g. to work, visit family, friends etc **YES / NO**

ANY OTHER TASKS, please specify



1. GENERAL (including environment)	Yes	No	N/A	Comments/risks Identified
Is access to the property clear?				
Is the environment adequately lit externally and internally?				
Are stairways, doorways and rooms free from clutter and adequately maintained?				
Is there sufficient space for task(s) to be carried out safely and comfortably?				
Is the height and position of furniture, e.g. bed, chair and/or equipment appropriate for task(s), i.e. personal assistant does not have to adopt an awkward position?				
Are there any problems with the flooring, e.g. uneven/slippery areas, loose mats/rugs, which may pose a tripping or slipping hazard?				
Are there awkward steps or changes in floor level?				
Are there any trailing cables or cables under carpets?				
If applicable, are there adequate arrangements in place for smoking?				

1. GENERAL (including environment)	Yes	No	N/A	Comments/risks Identified
Are there any problems with water temperature, e.g. too hot?				
Do hot surfaces, e.g. radiators, towel heaters pose a risk of burning?				
Are heavy or frequently used items easily accessible, i.e. the personal assistant does not have to over-reach or use step ladders to retrieve items?				
Is there a well stocked first aid box available?				
Are arrangements in place for reporting accidents?				
Other hazards, please specify				

2. FIRE SAFETY	Yes	No	N/A	Comments/risks Identified
<p>Is there a smoke alarm(s)? <i>If no, it is advised a smoke alarm is fitted within the property. The Fire Service will carry out a Home Fire Risk Assessment – contact 0800 555815, if considered appropriate</i></p>				
<p>If yes, are they working?</p>				
<p>Is there anything in the home which would indicate a higher than normal risk of fire, e.g. smoking, oxygen cylinders, piles of discarded papers etc?</p>				
<p>Is there more than one way to leave the property in an emergency? Please give details:</p>				
<p>Other hazards, please specify</p>				

3. MOVING AND HANDLING	Yes	No	N/A	Comments/risks Identified
Is assistance required with any of the following tasks: <i>(If yes, complete a moving and handling assessment)</i> Transfers in or out of a chair, bed, bath or shower?				
On/off toilet, including commodes?				
Dressing/undressing?				
Assistance with walking?				
Up/down stairs?				
Pushing a wheelchair?				
What equipment is in place to assist with the task/transfers, e.g. hoist/sling, transfer board, mattress variator, bed lever, grab rails, etc?				
Is there evidence of safety inspections, e.g. hoist been checked in last six months?				
Are there any other manual handling activities to be carried out, e.g. carrying heavy shopping?				
Other hazards, please specify				

4. PERSONAL CARE	Yes	No	N/A	Comments/risks Identified
Is protective equipment available, e.g. disposable gloves, aprons etc?				
Will the personal assistant be assisting with bathing or showering? If so, is a bath thermometer required to control any risk of scalding?				
Is there a medical condition, e.g. epilepsy, skin problem, the personal assistant should be aware of whilst assisting with bathing or showering? Explain				
Other hazards, please specify				

5. MEDICATION	Yes	No	N/A	Comments/risks Identified
Is medication self administered?				
Is prompting required by the personal assistant?				
Is a dosette box/blister pack in place?				
Is medication recorded?				

6. CLINICAL WASTE	Yes	No	N/A	Comments/risks Identified
Are arrangements in place for dealing with and disposing of clinical waste, e.g. yellow bags, blue fluid?				
Are needles of any kind used, e.g. diabetic?				
If yes, is a sharps box available for their safe disposal?				
Other hazards, please specify				

7. GAS AND ELECTRICITY	Yes	No	N/A	Comments/risks Identified
Are there any gas appliances, e.g. cooker, fire?				
If yes, does it self ignite and is it working?				
Are there any obvious faults with the gas appliances?				
Have gas appliances and boilers been serviced within the last year?				
Are there any signs of carbon monoxide leakage, e.g. soot around fire/boiler?				
Do sockets, plugs, wiring and installation look clean and well maintained?				
Are electrical lights controlled outside the bathroom?				
Are electrical lights and other electrical equipment, e.g. heaters in bathrooms controlled by a pull cord switch?				
Other hazards, please specify				

8. HOME APPLIANCES

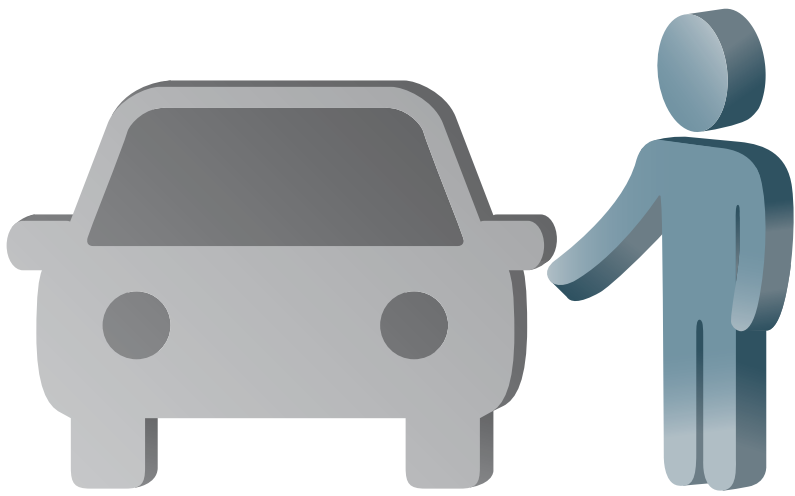
Use the table below to record the results of the visual checks of electrical appliances that will be used by the personal assistant. Tick indicates satisfactory, otherwise write a comment and complete action plan. Check leads, plugs, sockets to ensure no splits, cracks, fraying, signs of wear or scorch marks. Pins in plugs should be secure and not twisted, bent or wobbly.

Appliance	Lead	Plug	Socket
Cooker			
Toaster			
Kettle			
Microwave			
Iron			
Electric fire			
Vacuum cleaner			
Other hazards, please specify			

9. HAZARDOUS SUBSTANCES	Yes	No	N/A	Comments/risks Identified
Are only household cleaning materials used?				
Are they correctly stored in manufacturers' containers, i.e. not in old or inappropriate containers with poor or no labelling?				
Is the area where they will be used well ventilated, e.g. windows can be opened?				
Other hazards, please specify				

10. OTHER FAMILY/ HOUSEHOLD MEMBERS	Yes	No	N/A	Comments/risks Identified
Are there any other people within the household?				
Are there any concerns for the safety of the personal assistant?				
Is there a dog in the house?				
If yes, does it tend to be boisterous, vicious, bark a lot?				
Are there any other pets in the house?				
If applicable, what arrangements have been made for the pets whilst care is being provided?				
Other hazards, please specify				

11. CAR/VEHICLE	Yes	No	N/A	Comments/risks Identified
Will the personal assistant be undertaking driving activities, e.g. to your workplace, relatives etc?				
If yes, do all drivers hold a valid driving licence?				
Is the motor insurance and MOT on the car up to date?				
Does the motor insurance cover the personal assistant(s)?				



12. PERSONAL ASSISTANT	Yes	No	N/A	Comments/risks Identified
Does the personal assistant require training in the following areas:				
Moving and handling				
Infection control				
Food hygiene				
Dealing with challenging behaviour				
Personal care tasks, e.g. bathing, feeding, toileting etc				
First aid				
Other, e.g. NVQ				
Will the personal assistant require any specific training? If yes, what is required?				
What personal protective equipment (PPE) is required, e.g. disposable gloves/aprons?				
Has the personal assistant been issued with a residual circuit device (RCD)?				
Is a bath thermometer required?				
Is there any risk to personal assistants who may be pregnant or have special needs or requirements?				
Other hazards, please specify				

Action Plan

Where it has been identified further action is required, e.g. first aid box, contacting Fire Service for home fire risk assessment, record the details below. Timescales for completion should also be indicated.

Action Required	Person(S) Responsible	By when	Complete Yes / No

Name of Direct Payment Customer:	Signature
Date	Review Date

Location of

Gas shut off valve			
Electricity fuse box			
Stop tap for water			
Escape route in case of emergency:			
Location of nearest telephone if not in recipients home:			

Name of Direct Payment Customer:	Signature
Date	Review Date

Continous Professional Development [CPD] Development record

Employee Name			
Covering the Period from		To	

This record sheet is for your guidance only – you may present your development record in any other format.

Key dates	What did you do?	Why?	What did you learn from this?	How have/ will you use this? Any further action?