

has complex needs, a PA is an ideal role for them, and they live locally with no transport. Two PAs are doing level 2/3 Health & Social Care diplomas.

People with differing skills need to be catered for, e.g.: Torbay, son or daughter is caring for mum, wants to be trained up; other people come to the role of PA from a care background.

Different reasons for people to be a PA; some do it to support family or friends for others it is a stop gap, some want a career, but don't see what the path is for them.

Employers not wanting to lose carers may not support PA's to up skill.

Possible solutions

- Create a positive image/brand for PA's, consider new title for role?
- Rosie said that in Cornwall they are working on a career pathway – getting people into a caring role, people with the right values, they are working on a Role Descriptor which will cover the role, Claire Flaven, Right skills group, can share these.
- Ensure good links with Colleges and Universities, Example in Exeter, a PA (Marion) linked to Devon Living Options has given talks to students which was successful. Linking up health and social care course tutors and work placement co-ordinators.
- Ensure good links with Job Centre Plus who are aware of the role of the PA, attend events, link with the “I care ambassadors”.
- Communication plan needed to link all together
- Provide training for Employers to become aware of their responsibilities.

2. Training

Discussion on requirement for training for the employers:

- Awareness of their role
- Independent Living Advisor discuss the basics of being an employer but they need education and support about taking on this role
- Health and Safety in the home
- Risk Assessment
- Management of staff – agreeing role, assessing work, adjusting requirements and delivery, disciplinary discussions and actions.
- Handling salaries, pensions, holiday time, insurance

- Up to date on law advice
- Keeping aware of any employer updates

3. Training for the Employer:

Personal Health Budgets may be able to fund the training for employers. Skills for Care closed in March 2016. Need to develop Skills for Health, personal health budget holder partnership. HESW changed it's name to HEE, working across the South West. They do not have a budget to fund PHB employer's training

ACTION: Discuss with Frances Tippett possibility of putting in a 2016/17 innovation bid?

Flexibility in training delivery to the employer:

- Typically the training is done 1:1 at home – less disruption, less threatening
- Tutors travel to the home
- Ongoing telephone support
- Training is also available in community

4. Training for the Carers:

- Discussion - what training do the carers of Social Care and PHB budgets need to have? Right now there is no mandatory training.
- Discussion around the Care Certificate. Though some of the points may not be applicable to the individual employer, having a care certificate gives an overview of skills that are valuable.
- Plymouth advises that having a Care Certificate is best practice.
- Discussion that the Care Certificate was not set up for the PA role

PHB - NHS has a responsibility to provide costs associated with employing a carer/PA, basic training is normally first aid and safe moving of people which is out sourced. Specialist healthcare training is normally provided by NHS Staff

Home Employment Insurance providers covering healthcare tasks require competencies to be signed off if a claim is to be made. Home Employment Insurance is an allowance within a personal budget.

Gail - Bridgwater College provide bespoke PA training – includes things like; moving people safely which links in with existing requirements in Somerset health and social care, supporting the employer, role and

responsibilities of employers, training for PA's – encouraging them to take the Care certificate. They provide not just academic training but also act as tutors who can support and nurture, one to one in a person centred way. They could co-ordinated clinical and medical training, but could not deliver on their own; they want to ensure all their training is quality assured. They have in the past tried to work with Skills for Health, Rosie offered to support this. Bridgwater College has worked for a while with social care budgets. They cover Bournemouth, Devon, and Plymouth (working with Enham Trust).

Andrew – Plymouth is well covered with the TASCs project, offers training for employers and PA's, incorporating how to do appraisals, CPD and risk assessment. They have a Learning agreement with employers and provide 19 hours of training for PAs partly funded by Plymouth City Council. They are also involved with apprenticeships, they run taster days. The Carer Certificate helps educate PA, ILA and Employer.

Rosie –Wiltshire , the support service WECIL or Wiltshire CIL, employers wanted them to be involved when training is done. Funding is not there to help with individual employment training for PA's.

Rosie – Cornwall, disability have 3 Personal Health Budgets

Lindsey - North Somerset, small pilot about the Career pathway for PA's to move onto nursing Christine Jupp wanted to start a new group in this area.

Possible solutions

- Local authority funding for PA's as Plymouth example
- Name badges.
- Care Certificate training adjusted to be more specific for PA's – Liz to follow up

5. Delivery of training for the carers

We need a map of what carer training is being delivered across the south west

- Cornwall, Isles of Scilly
- Devon
- Somerset
- North Somerset
- BANES

- Wiltshire
- Swindon
- Gloucestershire

We need input from the team who have been working with PHB carers and employers to suggest training topics for both carers and employers.

ACTION: See Excel Spreadsheet

- Plymouth – it's mandatory that carers have the Carers Certificate training – can supply a Case Study to convince local council.
ACTION: Andrew to supply an overview of a case study to Lorraine
- Local colleges need at least six PA's to run a course and then the start date may be months away. Course is 36 hours including knowledge and observation.

Challenges

- Each carer requirement is unique to a PHB holder – depending on illness, disability or requirements.
- Each job may require different skills – training for skills required to be given, obtained, and expected?
- Sometimes it benefits employers to have a capable person with the right attitude and behaviour and then train them in the practical skills they need. Where would they access skills – part of the personal PHB budget?
- Challenge for employers, if they put their staff on the training their help would leave – they do not want to risk their PA leaving.
- Shortage of Pas
- Pay scale for a PA is higher than a carer – they need this flexibility
- There is no regulated body for a PA
- There is no DBS requirement for PA's to get checked CCGs recommend but checks are at the discretion of Employer.
- Pensions – Auto enrolment – supplying workplace pension will have a financial impact on the cost of a PA. LA 2% on council tax to pay for this, but ACAS says it won't cover the cost of pensions. To be included as an overview in education plan for Employers.

6. Support networks

Andrew – in Plymouth, Andrew is the key person for PA's to ring if they have a problem. Soon to have a high street presence working with The Hub, selling up cycled items, training area etc, advertising jobs, running

workshops, Plymouth on line directory managed by Plymouth City Council, it has a list of PA's looking for work.

Skills for care – South West – map on line, user led organisations PA's. For employers - Recognising the unique relationship, they are the employer and in some cases the person being carer for by PA. Support network needed for them, via training day and online?

Marsha – Somerset, Community Catalysts uses online Meet up/ Facebook page – to encourage informal peer support.

Bristol – WECIL (West of England Centre for Independent Living) provide employer and PA training also have informal network (**Action:** ask for link)

Sarah – Living options, cover New Devon and Torbay who have a website to provide info (**Action:** ask LO for link) PA and employer training – first hour to join and network, telephone support, Skills for care resources for training. Run training days in conjunction for both PA's and employer to encourage networks. Tried Facebook didn't work.

Other thoughts:

Connections with the Village Agents – local authority & Carers champions – GP

Use of short films – You Tube accessible on line

Using experience from Parent Support Advisors – how were they connected, what can we learn?

Media e.g. BBC3 – 'A Very Personal Assistant' documentary

7. Pay scales

Current carer salary averages £7.50 - £14.00. PHB carers are apt to get a higher salary depending on the role.

Sarah – There has been one example where the pay would have gone down when a person was given a PHB to replace their PB, currently under review.

Lindsey & Rosie - The pension regulator has been in touch with ADASS regarding the shortfall when the mandatory pension comes into effect.

8. Other Notes

Liz said that Frances has been contacted by NHS England about further work for SWIPC as End of life care has become one of the top three priorities for IPC nationally:- Julian Able, Compassionate Communities to

be involved. This would provide a role for volunteers as carers as well as paid PA's

People to help Lorraine:

Skills for Care innovation funding recently been awarded – Lindsay will update with outcome of this, will include work around all of the above.

Skills for care event – Lindsay will forward this info

Other Providers from Wiltshire CIL/Compass/WECIL and Glos, needed for next meeting.

Next meeting: Friday 22nd January 10.30am

- Discuss the Terms of Reference for the Group
- Mapping what the South West is currently delivering in terms of training
- Develop an education pathway for a PA
- Develop peer support network
- Professionalising the role and developing a positive marketing campaign for the role