

# Employment and engagement of personal assistants

Carol Reeves

Twitter: @CarolReeves7

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# Employing personal assistants



A toolkit to help you employ  
your own personal assistants

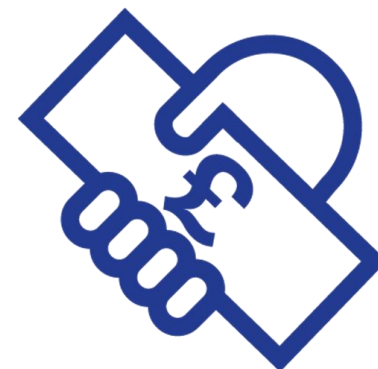


## Being a personal assistant

A guide for people who want to or are already working  
as a personal assistant



[www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)



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# What we know in social care

[www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)

115,000 PAs

70,000 IEs who receive direct payments

145,000 jobs

60% PAs work part-time

55% IEs struggle to find suitable PAs

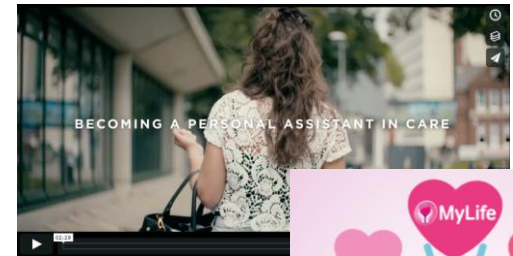




# Testing ways to recruit PAs

[www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)

- My Life
- Nottinghamshire County Council
- Southampton, Hampshire, Isle of Wight and Portsmouth (SHIP) Transforming Care Partnership
- Disability Sheffield Centre for Independent Living



Disability Sheffield Centre for Independent Living

Testing innovative approaches to the recruitment of personal assistants (PAs)

2016-2017

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# Recruitment and retention of PAs

## Secrets of success

Finding a PA: recommendations, ask for advice, be seen to be a good employer, be clear about your needs

Retaining PAs: structured recruitment based on values, induction, ongoing development, respect and value your PAs, good communication, ensure professional but friendly boundaries.

**Recruitment and retention: secrets of success**  
**Recruiting and retaining personal assistants**

Individual employers are people who directly employ personal assistants (PAs) to support them to live their personal, social or professional lives according to their wishes and interests.

Skills for Care spoke to 917 individual employers to ask them what works well for them in terms of finding, developing and keeping PAs.

You can read the full report at [www.skillsforcare.org.uk/secrets-of-success](http://www.skillsforcare.org.uk/secrets-of-success).

You can find out more about employing personal assistants at [www.skillsforcare.org.uk/espahub](http://www.skillsforcare.org.uk/espahub).

**Recruiting and retaining personal assistants: what works well for individual employers**

Attracting and recruiting people with the right values, behaviours and attitudes to work as PAs is important, as is offering a workplace that means they'll want to keep working with you. Being able to keep (or retain) good PAs means you'll have the right support when you need it and spend less time recruiting.

**How can I find a PA to meet my needs?**

- Employ someone you know
- Ask for recommendations from other individual employers
- Ask for advice or help from support organisations
- Be seen as a good employer (e.g. approachable, friendly, respectful and flexible)
- Be clear about your needs up front

**How can I make sure my PAs don't leave?**

- Have a structured recruitment process so you can employ the right people for the job
- Support your staff to understand the job from the start
- Have a professional but friendly working relationship
- Have good communication
  - Treat your PAs with respect
  - Be flexible
- Play well and on time
- Show your PAs that you value and appreciate them
- Make a pleasant working environment

**How can I make sure my PAs have the right skills and experience?**

Find people with the right values, behaviours and attitudes

Be clear about the skills and any qualifications needed in the job advertisement

Ask them to explain their skills at interview

Include training during induction

Talk about training needs during supervision

Be open to and offer regular opportunities to do training

**Resources to help**

Skills for Care has lots of useful resources to help you recruit and keep PAs, including a practical toolkit.

**Information hub for individual employers and PAs** has lots of resources to help you employ personal assistants, including the 'in your area' section where you can find details of local organisations that can help.  
[www.skillsforcare.org.uk/espahub](http://www.skillsforcare.org.uk/espahub)

**Money for training** is available through the individual employer fund to pay for training for you and your PAs.  
[www.skillsforcare.org.uk/training](http://www.skillsforcare.org.uk/training)

Skills for Care, West Gate | T: 0113 245 1716  
 6 Grace Street, Leeds, LS1 2PP | [skillsforcare.org.uk](http://skillsforcare.org.uk)



# Work together to develop the PA market

[www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)

Councils

CCGs

Job agencies

Direct payment and Personal Health Budget support organisations

Trainers

Individual employers

PAs

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# Money for training

[www.skillsforcare.org.uk/funding](http://www.skillsforcare.org.uk/funding)

1. Funding for individual employers

[www.skillsforcare.org.uk/iefunding](http://www.skillsforcare.org.uk/iefunding)

2. User-led organisation funding

[www.skillsforcare.org.uk/ulofunding](http://www.skillsforcare.org.uk/ulofunding)



MARCH

28

closing date for applications



**Thank you**

[pa.framework@skillsforcare.org.uk](mailto:pa.framework@skillsforcare.org.uk)