

Putting you first

Factsheet 7 Employing a personal assistant: being a good employer - supervision

The 'Putting you first' factsheets have been designed to guide you through the process of employing a personal assistant.

We know that some of the things we mention in these factsheets are quite complicated, so don't worry if you find them difficult to understand - the Adult Social Care Direct team are on hand to offer guidance, advice and information.



For help, or to discuss a referral or assessment, contact Adult Social Care Direct on **0191 433 7033**.



Being a good employer - supervision

Many problems can be avoided if you make it clear to your personal assistant right from the start of your working relationship what their job involves, how they should do their tasks, when they should do them, and what they should not do.

Induction

Induction is a programme of information, training and work, that is planned by you and which tells your personal assistant the main things they need to know. An induction programme helps you start to build an effective working relationship with your personal assistant and makes it clear that you are the one they should go to for advice and information.

Training

You must ensure that your employee either has sufficient training before they come to you or they receive adequate training while you employ them. You can always ask to see training certificates and you should keep a copy. You could consider a specialist training provider, or you may be able to give the training yourself.

Picking Your Pathways has been designed by people who employ personal assistants to help them identify and provide training, and you can find more information at www.pickingyourpathways.org.uk or by calling **01246 541673**.

Supervising your personal assistant

It is up to you how you supervise your personal assistant. Supervision does not have to be formal, and it might simply involve making space for a chat every now and then. But it is important, as it can prevent any issues from becoming a grievance.

If you deal with any problems as they occur, minor things will not build up into big issues.

Here are some ideas for good supervision:

- Try and keep it as positive as possible by discussing what your personal assistant is doing well alongside areas that need improvement.
- Focus on your personal assistant's work and their conduct.

- Decide on a set period to talk things over.
 - Have a list of items to talk through and try to keep to it.
 - Make sure there are no distractions.
 - A neutral venue might work best.
- If there are any issues, note down some actions for yourself and your personal assistant to work through in order to resolve them.
 - Agree a brief written record of what was said and the actions. Keep a copy for yourself and give one to your personal assistant. You can both sign these to show that you agree.

Important words - and what they mean

Employee: A person who works for another person or business in return for money.

Employer: A person or a business which pays other people for their work.

Grievance: Something that can be considered as grounds for complaint, or something believed to cause distress. For example, this word would be used if your employee felt they had been treated unfairly by you and wanted to make a serious complaint.

Useful contacts

National Centre for Independent Living
www.ncil.org.uk

Government information site
www.directgov.uk

Picking Your Pathways
Visit
www.pickingyourpathways.org.uk
or call 01246 541673

If you have concerns

You may be vulnerable at times because of your age, illness or disability, and our advice is to try to keep yourself safe at all times.

However you may have concerns or worries that someone is harming you, abusing you, or neglecting you and the

care you need - in a physical, emotional, verbal or financial way.

We will always take your concerns seriously. We call this adult safeguarding, and you or a friend or someone you trust can contact us on **0191 433 7033** if you need help or support in dealing with a situation.

The other fact sheets in this series help you think about some of these issues so you can decide if you want to employ a personal assistant.

Other fact sheets in the the 'Employing a personal assistant' series are:

Factsheet 1 : an introduction

Factsheet 2 : pay and tax

Factsheet 3 : recruitment and selection

Factsheet 4 : choosing a personal assistant

Factsheet 5 : contract of employment

Factsheet 6 : health and safety

Factsheet 7 : being a good employer - supervision

Factsheet 8 : disciplinary and grievance

Factsheet 9 : ending the employment period

Factsheet 10 : employing a personal assistant: keeping yourself safe

Factsheet 11 : starting direct payments: what happens once your direct payment has been agreed?