

Document 1

Initial Training

As part of the Support with Confidence Approval Scheme all Approved PAs will have had training in:

- Principles of Care
- Food Safety
- Infection Control
- Safeguarding Adults
- Moving and Handling
- First Aid Awareness
- Health Promotion
- Communication Skills
- Principles of Good Recording in Care
- Shared Care Protocols

All PAs are expected to adhere to the practices and principles of their training in delivering services. Many PAs will have had further training prior to their Approval under the Scheme.

Client Induction

In addition to the training undertaken as part of the Support with Confidence scheme, when an Employer takes on a PA they need to:

- Discuss the tasks to be provided,
- Assess what skills the PA already has
- Find out whether they need to develop other skills.

A good induction process will ensure the Employer receives the support they want and the PA achieves job satisfaction. By and large, Employers will induct/coach PAs into the work and role, making it clear what they want done and how. If they are able to access additional training for their PA, the PA will then need to work with the Employer to tailor what they have learnt to their particular needs & circumstances. Inducting new staff is a way for Employers to maximise their PAs ability to do the job properly.

The PAs induction may include:

Getting to understand their Employer's way of doing things

Becoming clear about any Health & Safety issues and discussing risks with their Employer

Understanding any issues of capacity

Being clear about their contract in terms of working times and job details

Further Training

NVQ and other Learning Opportunities

These include the NVQ in Health and Social Care, a nationally recognised qualification showing how a PA can work at a set national standard

In 2010 Skills for Care introduced the Qualifications and Credit Framework (QCF), a flexible approach enabling workers to gain credits for learning specific tasks which can then go towards an award, certificate or diploma.

Employers may want their PAs to gain additional knowledge and qualifications to benefit both of them.

What is available locally?

Both Employers and PAs can find out about local training courses by talking to the:

Training and Development department of the local council. Contact Bracknell Forest Council Learning and Development Team – 01344 000000

- Local Disability organisation or Carers' centre
- Citizens Advice Bureau
- Local Job Centre Plus

or by searching the internet for local courses and organisations offering training.

Funding for further Training

Some Employers only get enough funding to cover the costs of their support services. However, the local authority has to ensure that any PA working with a client on Direct Payments has the necessary skills to do the job, so they should provide the training through local courses.

Other sources of funding and Internet links:

- Councils receive funding from the Department of Health to provide training in care and should have courses that PAs can attend. <http://www.dh.gov.uk/en/index.htm>
- Learning Skills Council "Train to Gain" funding <http://www.lsc.gov.uk/>
- "Skills for Care" funded training <http://www.skillsforcare.org.uk/home/home.aspx>
- Log on to Care E Learning Project <http://www.logontocare.org.uk/>