

Part 3

Personal Assistant handbook

Samples and blanks

These sample letters and forms are available as individual downloads from our website: **www.sheffield.gov.uk/employingpas**.

- Sample job description
- Sample job adverts
- Blank job application form
- Sample letter inviting someone to interview
- Sample interview questions
- Preparing for your interviews checklist
- Sample job reference letter and job reference form
- Sample letter offering someone the job
- Sample content for a contract of employment
- Sample discipline policy and grievance procedure
- Sample payslip
- Blank timesheet
- Blank safety at home checklist
- Sample risk assessment

Job Description and Person Specification

Job title: Personal Assistant (PA)

Reporting to: [Your name]

Location: Home support in the [_____] area.
(don't put your address, just the area your home is located)

Nature of role: To assist with a variety of tasks that will support the employer to live an independent personal and social life.

Main Duties: [Describe the help the PA should provide to meet the needs described in your Support Plan.]These duties may vary from day to day.

Hours of work: [List the days and hours of work – you can add flexible hours to be mutually agreed' if you choose]

Rate of Pay: [Ask your social care worker the current rate of pay for PAs]

Qualifications and Experience: Start by listing the essential qualifications and experience you need your employee to have – such as a driving licence, knowledge of a language or culture, ability to swim, nursing qualification.

Then list preferred qualifications or experience – such as computer skills, communication skills, dog lover, work experience with other people.

Job Description and Person Specification

Job title: Personal Assistant (PA)

Reporting to: _____

Location: Home support in the [_____] area.

Nature of role: To assist with a variety of tasks that will support the employer to live an independent personal and social life.

Main Duties: Personal duties:

Domestic duties:

Social Duties:

These duties may vary from day to day.

Hours of work: Day: _____
From: _____ To: _____

Or say: Flexible hours, to be mutually agreed.

Rate of Pay: £XX.XX per hour

Qualifications and Experience: Essential qualifications/experience:

Preferred qualifications/experience:

Personal Assistant Required

Personal Assistant required to help a disabled young man with his support needs, in his home from 2:45pm Saturday through to 2:45pm Sunday. Duties include a sleeping night and a waking night on alternate Saturdays.

Applicants must have held a clean driving licence for at least one year and be over 21 years of age, as duties include driving specialised transport.

The rate of pay will be £X.XX hour. Successful applicant requires a satisfactory enhanced DBS certificate. DBS expense will be met by the employer.

Please write with your CV to: A Smith, Blue Street, Sheffield S1 2SH.

Closing date for applications is 31st December 2014.

Part Time Personal Assistant

Personal Assistant required to help a 27 year old disabled mother of two with her support needs. Main duties will include personal support in the home, and help during the day at work (in the city centre).

Applicant must have experience of dogs as I have two Dalmatians. Knowledge or experience of Fibromyalgia/ ME desirable but not essential. Successful applicant will be require satisfactory enhanced DSB certificate (paid for by employer if necessary).

Will work up to 30 hours per week between 8:30am and 6:30pm Mon-Fri with occasional weekend work. Pay will be £XX.XX per hour.

Please email your CV with cover note to a.smith@emailprovider.com or apply through Job Centre job reference XXXXX.

Personal Assistant Required

Personal Assistant required to support [insert your personal description – male/female, age, disability] from [insert times of the day and days of the week – and whether there is any flexibility or fluctuation].

Duties include [insert the types of support you want, whether sleep-in is required].

Applicants must [insert requirements – driving licence? age? Number of years' experience? work with other people with similar disability?].

The rate of pay will be £X.XX hour. Successful applicant requires a satisfactory enhanced DBS certificate. DBS expense will be met by the employer.

Please write with your CV to: [insert your details – and Job Centre reference is you have advertised with them].

Closing date for applications is [insert date].

Job Application Form

Surname (block letters):

Other names:

Address:

Telephone:

Education and training:

Details and results of any examinations taken:

Further education (such as technical college, evening classes):

Any other skills or training:

Employment history

Present employer address:

Job title:

Duties:

Rate of pay:

Employed from: _____ to: _____

No approach will be made to your present employer before an offer of employment is made to you.

Please tell me about other jobs you have done and about the skills you used and/or learned in those jobs:

Please tell me why you have applied for this post and give examples of things you have done that make you particularly suited to the job:

Have you ever been convicted of a criminal offence? YES / NO

(Declaration subject to the Rehabilitation of Offenders Act 1974)

If you have a disability please tell me about any adjustments I may need to make to assist you at interview:

Please give any dates when you will not be available for interview:

Your signature

I confirm that to the best of my knowledge the above information is correct. I accept that providing deliberately false information could result in my dismissal.

Signature: _____ Date: _____

Your Name
Details of address to reply to

Name of the applicant
Applicant's address
Street and area
City/Town and Postcode

Date

Dear [name of applicant]

Thank you for applying for the position of Personal Assistant.

I would be delighted if you could attend an interview on [date] at [time] at [address].

Please write/telephone* [delete depending on how you wish them to contact you] to confirm that you are able to attend.

[you may want to include a map for the location of the interview]

I look forward to meeting you.

Yours sincerely,

[Your name]

Use the return address you used for applications, not your own address.

It is not a good idea to give out your address to people at this stage.

Ask a family member or friend to receive your applications, or the Job Centre if you have used them. Or purchase a Post Office PO Box, call 0845 950 950 or visit their website at

www.royalmail.com/personal/receiving-mail/po-box

Your Direct Payments Advisor or the Job Centre may be able to help you with a room to carry out your interviews.

Interviews checklist and example questions

When preparing for the interviews you need to:

- arrange a venue
- think about a trial run: interviewing can be just as stressful as being interviewed.
- if required, arrange assistance with interviewing.
- make a list of the questions you want to ask (examples below).
- think about how formal or informal you want to make it.
- write some notes on finishing the interview (thanks, telling them your decision).

Example questions – choose a few and then add your own

- Do you have any questions about the job description?
- I see that you don't have direct experience of this kind of work, but people often have other experience. For example, some people have members of their family or friends or maybe neighbours who are disabled in one way or another. What experience of working with disabled people do you have?
- If you were out with me and someone persisted in ignoring me and spoke only to you, how would you react?
- I will need to tell you how to do things in the way I want them done. How do you think you will cope with this?
- How would you react if you have done something and I want it done again in another way?
- What if I ask you to do something, and you think there is another way to do it that you would prefer – what would you do?
- If we did have a difference of opinion, how do you think you would deal with this?
- What qualities and experience do you have that you think would make you a good Personal Assistant?
- Would you be interested if there was training available?
- Have you been on any relevant training courses? If so, what and when?
- Would you be prepared to consider being called on at short notice to do more than your usual hours, for example if another PA was off sick?
- What shifts would you prefer, such as days, nights or a mixture?

- What are your hobbies/interests?
- Do you have a car? Would you be prepared to use it for work?
- Would you be prepared to consider part time or relief work?
- Are there any questions you would like to ask me?

Your Name
Details of address to reply to

Name of the referee
Referee's address
Street and area
City/Town and Postcode

Date

Dear [name of referee]

Re: [name of applicant]

The above named person has applied for the position of Personal Assistant, and has given your name as a referee. I would be grateful if you would be kind enough to answer the following questions, and provide any relevant additional comments you may wish to give to support their application, by completing the enclosed form and returning it to me in the enclosed stamped addressed envelope. In particular please let me know if:

- this person has experience relevant to the enclosed job description.
- this person is/was reliable while working for you.
- this person has had any sickness absence in the last 12 months, and any reasons given.

May I take this opportunity to thank you for your co-operation, and assure you that this information will be treated in the strictest confidence.

Yours sincerely,

[Your name]

Use the return address you used for applications, not your own address.

Job Reference

Name of applicant: _____

Date of birth: _____

Dates employed:

from: _____ to _____

Brief Outline of Job Duties and Responsibilities:

Skills, Abilities and Qualities: tick appropriate answers

- | | |
|-------------------------------------|--|
| <input type="radio"/> reliable | <input type="radio"/> used initiative |
| <input type="radio"/> punctual | <input type="radio"/> maintained confidentiality |
| <input type="radio"/> trustworthy | <input type="radio"/> confident |
| <input type="radio"/> respectful | <input type="radio"/> good communicator |
| <input type="radio"/> empathetic | <input type="radio"/> takes direction |
| <input type="radio"/> shows dignity | |

Health Record:

How many sick days were taken: _____ days

Employment Record:

Did the applicant satisfactorily complete their induction: Yes No

Now, or at the time or at the time of leaving, was the applicant, subject to disciplinary action:

Yes No

If yes, please provide details:

Would you employ this person again in the future: Yes No

Other comments:

Signed: _____

Date: _____

Print Your Name:

Your Name
Details of address to reply to

Name of the applicant
Applicant's address
Street and area
City/Town and Postcode

Date

Dear [name of applicant]

Re: Offer of employment

Thank you for attending an interview for the position of Personal Assistant.

I am pleased to be able to confirm the following offer of employment, subject to satisfactory references.

Job title Personal Assistant
Hours of work [insert hours of work]
Annual leave [insert number of days/hours]
Probationary period [insert number of weeks]
Salary [insert salary]
Start date [insert start]

I would be grateful if you could confirm your acceptance in writing/telephone

[delete depending on how you wish them to contact you].

Yours sincerely,

[Your name]

Use the return address you used for applications, not your own address.

Contract of Employment

Employer's name: _____

Employee's name: _____

Dates of commencement of employment:

Main place of work: _____

Job title: **Personal Assistant**

Duties and responsibilities.

- As set out in the job description
- You may be required to carry out other reasonable duties as required.

Probationary period. There will be a probationary period of [usually 3] months. At the end of this period the position will be reviewed and if satisfactory the continuation of your employment will be confirmed. During the probationary period either party can terminate employment by giving one week's notice.

Hours of work. Your hours of work will be:

- [insert number of hours] weekday hours.
- [insert number of hours] weekend hours.
- [insert number of sleepovers if required] sleepover(s).

There is a need for you to be flexible and these hours may be changed as required according to your employer's needs. Under these circumstances, where hours need to be changed or additional hours worked, your employer will give as much notice as possible.

Lateness. If you are going to be more than 10 minutes late you are required to contact your employer as soon as possible, but at the very latest 30 minutes before you are due to start work.

Salary. As an hourly paid employee, your salary will be:

- for weekdays/weekends/bank holidays £ [insert weekday hourly rate].
- for sleepovers: £ [insert sleepover rate].

Note: insert salary rates before National Insurance contribution and Income Tax deduction.

Your salary is payable [monthly/weekly], and will be paid on [insert date of salary payment].

Note: If you pay monthly it could be the third working day of the month, or last Friday in the month. If you pay weekly insert day of payment.

Your salary will be paid [by direct payment into your bank / by cheque].

Your employer will deduct National Insurance and Income Tax as required by law. Your employer may also deduct any overpayment of wages or holiday entitlement.

Pensions. There is no pension scheme available with employer's contributions. However, if you are eligible you may be offered access to a Stakeholder Pension scheme.

Time sheets. You will be required to complete a [monthly / weekly] signed time sheet and submit this to your employer on [day of the month or week].

Note: give yourself enough time to work out wages or send details to your pay roll agency to make sure wages can be paid on the given date.

Holiday entitlement. The holiday year is from [1 January to 31 December or 1 April to 31 March]. Your holiday entitlement must be taken during this period. Payment will not be made for any unused holiday and these cannot be taken into the next holiday period. The full amount of your holiday entitlement is [X days],

Note: 5.6 days is the minimum legal requirement per year – pro-rata per completed months of employment. One week being the equivalent of weekly hours worked.

Bank holidays may be booked as holidays or will be paid at the standard rate.

Holidays must be agreed with your employer at least [X weeks – usually 4] in advance. You may not take more than [X number of days – usually 10] working days consecutively without your employer's prior written consent.

If you end your employment having exceeded your holiday entitlement this will be deducted from your final pay packet. If holiday entitlement is owed you will be paid for the outstanding entitlement [Take out if not appropriate] If it is agreed that you will accompany your employer on holidays as part of the your job this time will be counted as working hours, and you will not be expected to use your holiday entitlement.

Sick leave. If you are ill and unable to attend work you should inform your employer as soon as possible so other arrangements can be made. You will be entitled to Statutory Sick Pay (SSP) on production of an Employee's Statement of Sickness (form SC2) which must be completed for sick leave of more than three days, or a medical certificate for sick leave of more than seven days. These forms must be sent directly to your employer.

Termination of employment. During the probationary period either party requires one week's notice. After this, in the first two year's continuous employment you will be given one week's notice. After two year's continuous employment you will be given one additional week's notice for each completed year up, to a maximum of 12 weeks' notice. After satisfactory completion of your probationary period you are required to give [one month / four weeks'] notice in writing irrespective of length of service. Your employer reserves the right to pay your basic salary in lieu of notice instead of requesting that you work your notice period. In these circumstances you may not be employed by any other person or company whilst receiving pay in lieu of notice.

Your employer reserves the right to dismiss you without notice in cases of a serious breach of the terms of your employment, gross misconduct or gross negligence by you.

Confidentiality. All information regarding your employer, their family and their domestic or personal circumstances is strictly confidential and

cannot be discussed with a third party without your employer's specific permission, or in an emergency situation.

Your employer will hold personal information about you as personnel records. Your employer will abide by the Data Protection Act and disclose this information only to the relevant third parties, such as HM Revenue and Customs.

Grievance procedure. If you have a grievance you should comply with the grievance procedure. For more information contact ACAS on 08457 47 47 47, or see their guidance at www.acas.org.uk/index.aspx?articleid=1364.

Disciplinary procedures. Minor problems will be dealt with and resolved informally. In cases of more serious problems, depending on the seriousness of the breach of terms and conditions of contract or conduct and performances of your duties, one of the following disciplinary actions may be taken.

- **A verbal warning**, which will be confirmed to you in writing and recorded in your personnel file for a period of [X months – usually six].
- **A first written warning**, which will be confirmed to you in writing and recorded in your personnel file for a period of [X months – usually 12].
- **A final warning**, which will be confirmed to you in writing advising that further misconduct could lead to dismissal and recorded in your personnel file for a period of [X months, usually 12].

Dismissal. In case of gross misconduct there will be no period of notice given. If you are in your probationary period or first year of employment, only one warning is required before dismissal.

Before any of these actions are taken you will receive a letter setting out the details of the alleged misconduct and inviting you to a meeting to discuss the matter. You will have the right to be accompanied to the meeting by a work colleague or a trade union representative. After the meeting you will be informed if any further action will be taken. You have the right to appeal, but must do so within 10 working days of receipt of the notification of the decision.

The employer reserves the right to change the terms and conditions of this contract if their Care and Support Plan is reviewed, after giving due notice to the employee (two weeks' notice).

Disciplinary policy

1. Purpose of the policy

The aim of this policy is to support good conduct and performance. This policy sets out the action which will be taken when disciplinary rules are breached.

2. Principles

If you are subject to disciplinary action:

- The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. I will not take disciplinary action until the matter has been fully investigated.
- At every stage you will be advised of the nature of the complaint, be given the opportunity to state your case, and be represented or accompanied by an advocate of your choice (a fellow employee, a union representative or a friend).
- You will not be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will normally be dismissal without notice and without pay in lieu of notice.
- You have a right to appeal against any disciplinary action I take against you.

3. Informal discussions

Before taking formal disciplinary action, I will make every effort to resolve the matter by informal discussions with you. Only where this fails to bring about the desired improvement will I implement the formal disciplinary procedure.

4. First warning

If your conduct or performance is unsatisfactory, I will give you a written warning. This warning will be recorded, but disregarded after (X) months of satisfactory work. I will inform you that I will consider a final written warning if there is no sustained satisfactory improvement or change.

Where your first offence is serious, for example because it is having a serious harmful effect, I may move directly to a final written warning.

5. Final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, I will give you a final written warning. This will include the reason for the warning and a note that if no improvement results within (X) months, you will be dismissed.

6. Statutory discipline and dismissal procedure

If you face dismissal the minimum statutory procedure will be followed. This involves:

- Step one: a written note to you setting out the allegation and the basis for it.
- Step two: a meeting to consider and discuss the allegation.
- Step three: a right of appeal including an appeal meeting.

I will remind you of your right to be accompanied by an advocate.

7. Gross misconduct

If, after investigation, it is confirmed that you have committed an offence of the following nature, the normal consequence will be dismissal without notice or payment in lieu of notice:

- theft
- damage to property
- fraud
- bullying
- gross insubordination
- physical violence
- incapacity for work due to being under the influence of alcohol or illegal drugs.

(Note: the list is not exhaustive)

While the alleged gross misconduct is being investigated, you may be suspended, during which time you will be paid your normal pay rate. Any decision to dismiss you will be taken by me only after full investigation.

8. Appeals

If you wish to appeal against any disciplinary decision you must appeal in writing within five working days of the decision being communicated to you. Someone who was not involved in the original disciplinary action will hear the appeal and decide the case as impartially as possible.

Disciplinary policy

1. Purpose of the policy

The aim of this policy is to support good conduct and performance. This policy sets out the action which will be taken when disciplinary rules are breached.

Guidance Note: The purpose should remind people the policy is not designed as a dismissal procedure, but as a means of encouraging PAs to meet a good standard.

2. Principles

If you are subject to disciplinary action:

- The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. I will not take disciplinary action until the matter has been fully investigated.
- At every stage you will be advised of the nature of the complaint, be given the opportunity to state your case, and be represented or accompanied by an advocate of your choice (a fellow employee, a union representative or a friend).
- You will not be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will normally be dismissal without notice and without pay in lieu of notice.
- You have a right to appeal against any disciplinary action I take against you.

Guidance Note: Employers often lose at employment tribunals because they did not comply with the procedure – so always follow the procedure.

3. Informal discussions

Before taking formal disciplinary action, I will make every effort to resolve the matter by informal discussions with you. Only where this fails

to bring about the desired improvement will I implement the formal disciplinary procedure.

Guidance Note: Make sure that PAs understand the difference between a routine complaint and action taken under the policy.

4. First warning

If your conduct or performance is unsatisfactory, I will give you a written warning. This warning will be recorded, but disregarded after (X) months of satisfactory work. I will inform you that I will consider a final written warning if there is no sustained satisfactory improvement or change. Where your first offence is serious, for example because it is having a serious harmful effect, I may move directly to a final written warning.

Guidance Note: It can be unfair to keep warnings on a PA's file indefinitely. Unless a warning is for a very serious matter, it should be disregarded after, say, six months to a year. The written warning should accurately record the warning given at the disciplinary interview. Do not write the warning before the interview.

5. Final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, I will give you a final written warning. This will include the reason for the warning and a note that if no improvement results within (X) months, you will be dismissed.

Guidance Note: The warning should state clearly that dismissal will result from a failure to comply. Except in cases of gross misconduct employees should receive notice or payment in lieu.

6. Statutory discipline and dismissal procedure

If you face dismissal the minimum statutory procedure will be followed. This involves:

- Step one: a written note to you setting out the allegation and the basis for it.
- Step two: a meeting to consider and discuss the allegation.

- Step three: a right of appeal including an appeal meeting.

I will remind you of your right to be accompanied by an advocate.

7. Gross misconduct

If, after investigation, it is confirmed that you have committed an offence of the following nature, the normal consequence will be dismissal without notice or payment in lieu of notice:

- theft
- damage to property
- fraud
- bullying
- gross insubordination
- physical violence
- incapacity for work due to being under the influence of alcohol or illegal drugs

(Note: the list is not exhaustive)

While the alleged gross misconduct is being investigated, you may be suspended, during which time you will be paid your normal pay rate. Any decision to dismiss you will be taken by me only after full investigation.

8. Appeals

If you wish to appeal against any disciplinary decision you must appeal in writing within five working days of the decision being communicated to you. Someone who was not involved in the original disciplinary action will hear the appeal and decide the case as impartially as possible.

Guidance Note: You will need to think in advance who this might be, for example - the local advocacy agency/Independent Living Advisor/Direct Payment Support Service/User Led Organisation.

Guidance Note: Operating the disciplinary procedure.

The ACAS Advisory handbook - Discipline and Grievances at Work has useful information. Download from the website: www.acas.org.uk, or call 08456 06 16 00.

In brief, before taking disciplinary action using the procedure, you will need to be certain that:

- the matter cannot be resolved through informal counselling
- you have investigated the matter fully
- your PA is told that they will be interviewed and have the right to be accompanied by a fellow employee, friend or a trade union official of their choice.

At the disciplinary interview, make sure that:

- the PA knows the details of the allegation
- the PA has the opportunity to put across their side of the matter
- any disciplinary measure is appropriate to the circumstances.

If a warning is given, it should tell the PA:

- the level of improvement required.
- the date by which it is to be achieved.
- what will happen if it is not.
- how to appeal.

Grievance procedure

1. Introduction

This procedure is to help resolve grievances that you have, relating to your employment, as quickly and as fairly as possible.

2. Informal discussions

If you have a grievance about your employment you should discuss it informally with me. I hope that most concerns will be resolved in this way.

3. Statutory grievance procedure

If you feel that the matter has not been resolved through informal discussions, you should raise it formally. You should follow the procedure below. Under the statutory grievance procedure:

- Step one: You must inform me of your grievance in writing.
- Step two: I will invite you to a meeting to discuss the grievance and notify you in writing of the decision. You have the right to be accompanied by a representative at all grievance meetings. This could be another employee, a union representative or a friend for example.
- Step three: You will be given the right to appeal against the decision.

4. Appeals

If you wish to appeal against any decision you must appeal in writing within five working days of the decision being communicated to you. Someone who was not involved in the original grievance will hear the appeal and decide the case as impartially as possible.

Guidance Note: You will need to think in advance who this might be, for example - the local advocacy agency/Independent Living Advisor/Direct Payment Support Service/User Led Organisation.

Example Payslip

Company Name				A Sample			
PAYMENTS				DEDUCTIONS			
Description	Hours	£ Rate	£ Amount	Description	£ Amount	Description	£ Amount
Rate 1	37	10.00	370.00	Income Tax	65.22	Earnings for NI	420.00
Totals	37		370.00	National Insurance	35.20	Gross for Tax	420.00
Rate 1	37	10.00	370.00	Pension contribution	10.00	Total Gross Pay	380.00
Total Hourly Pay			370.00	Student loan repayment	11.00		
Basic Pay			50.00	Non-taxable deductions	40.00	Year to date	
Total Payments			420.00	Total deductions	161.42	Taxable Gross Pay	2864.00
						Income Tax	386.10
						Employee NIC	249.04
						Employer NIC	289.79
					NI No EW436543 A (A)		
WK/M T	DATE	DEPT	PAY TYPE	TAX CODE	EMPL No	EMPLOYEE NAME	NET PAY
W9	1-Jun-07	WORKS	WEEKLY	522L	1234R	WA McGONAGLE	258.58

Blank Payslip

Company Name				X			
PAYMENTS				DEDUCTIONS			
Description	Hours	£ Rate	£ Amount	Description	£ Amount	Description	£ Amount
X	*	*	*	Income Tax	*	Earnings for NI	*
Total	*	*	*	National Insurance	*	Gross for Tax	*
X	*	*	*	Pension contribution	*	Total Gross Pay	*
Total Hourly Pay			*	Student loan repayment	*		
Basic Pay			*	Non-taxable deductions	*	Year to date	
Total Payments			*	Total deductions	*	Taxable Gross Pay	*
						Income Tax	*
						Employee NIC	*
						Employer NIC	*
					NI No *****		
WK/M T	DATE	DEPT	PAY TYPE	TAX CODE	EMPL No	EMPLOYEE NAME	NET PAY
W*	*****	*****	*****	*****	*****	*****	*

Timesheet

Employer: _____

Employee: _____

Week ending: _____ Week number: _____

Time AM	Time PM	Standard hours	Holiday	Other
---------	---------	----------------	---------	-------

WEEK 1

Monday					
Tuesday					
Wednesday					
Thursday					
Friday					

WEEK 2

Monday					
Tuesday					
Wednesday					
Thursday					
Friday					

Number of hours			
Rate of pay	£9.00		
Sub total			
TOTAL			

Signed Employer: _____

Signed Employee: _____

Safety at home checklist

Complete this checklist at least annually, and whenever there is a change to the environment.

Name: _____ **Address:** _____

	Satisfactory yes/no	Comments/ actions required
Are doorways clear of obstacles?		
Do staircases have clear/easy access at all times?		
Do you have loose carpet on floors or staircases?		
Are there any overloaded sockets?		
Is there adequate ventilation?		
Is the heating adequate and controllable?		
Is lighting adequate?		
Do you have any equipment not function properly?		
Any trailing or damaged flexes?		
Any damaged sockets?		
Does your PA use visual display equipment?		
Do you have suitable and accessible fire-fighting equipment?		
Has it been serviced within the last year?		
Does your PA have adequate space to complete their work?		
Will your PA have to excessively stretch or bend to complete tasks?		
Do you and your PA have all the emergency contact numbers you require?		

Signed: _____ **Date:** _____

Risk assessments

A risk assessment is a careful look around your PA's working area and at the tasks they carry out to see what could cause harm. By carrying out a risk assessment you can:

- identify hazards or problems that may be unsafe and tell your PA about them
- identify what can be done to reduce or prevent the risk of harm
- put the precautions you've identified into place, and tell your PA about them
- check that the precautions have reduced or removed the risk

A hazard means anything that can cause harm.

A risk is the chance, high or low, that somebody will be harmed by the hazard.

Precautions are any steps that can be taken to prevent or reduce the risk of anyone being harmed, for example, moving wires so that they don't cause a tripping hazard.

People can trip or slip over:

- loose, worn or torn carpets or rugs
- uneven or damaged floorboards, loose stair rods or torn stair carpets
- highly polished, wet or slippery floors
- wires or cables trailing across the floor where people walk.

Faulty electrical appliances can cause fires or electric shocks. Some signs that may indicate that electrical appliances could be unsafe include:

- the cable is not held firmly into the plug and the appliance
- the cable is frayed, damaged or cracked
- the internal coloured wires are visible in the cable.

If your PA supports you with moving and handling there is a significant risk of injury, so think carefully about the training and

experience your PA needs and explain clearly how you need support. Many accidents are caused by tripping or slipping while lifting or moving so you should make sure that the environment is clear. Use the safety risk assessment to identify the hazards and decide what to do to minimise risks.

Safety risk assessment

Step 1 What are the hazards?

- Spot hazards by:
- Looking at your 'safety in the home' checklist.
 - Visiting the 'your industry' area of the HSE website or calling the HSE infoline.
 - Calling the Workplace Health Connect AdviceLine or visiting their website.
 - Checking manufacturer's instructions
 - Contacting your Direct Payment Support Service.

Step 2 Who might be harmed and how?

- Identify possible people. Remember:
- some workers have particular needs.
 - people who may not be in your home all the time.
 - visitors, think about how your work affects others present.
 - See how the hazard could cause harm.

Step 3 What are you already doing? What further action is necessary?

- List what is already in place to reduce the likelihood of harm or make any harm less serious
- You need to make sure that you have reduced risks 'so far as is practicable'. List what more needs to be done.

Step 4 How will you put the assessment into action?

- Remember to prioritise. Deal with those hazards that are high-risk and have serious consequences first.

Step 5

Review date:

- Review your assessment to make sure you are still improving, or at least not sliding back.
- If there is a significant change in your home, remember to check your risk assessment and, where necessary, amend it.