

Help and support

A toolkit for employing personal assistants





Safeguarding

You and your employee both have a duty to report any safeguarding concerns, and this applies despite confidentiality.

Reporting concerns and suspicions should be done quickly. You are able to raise your concerns with a family doctor, your key worker or by contacting the Safeguarding Service.

You can contact the Safeguarding Service from 9am to 5pm Monday to Friday on T: 0161 770 7777 or for out of hours contact use T: 0161 770 6936.

Types of abuse

Abuse falls within safeguarding concerns.

According to the Care Act 2014 abuse is made up of a number of groupings which includes financial abuse, physical abuse, neglect, discriminatory abuse, sexual exploitation and domestic violence. Some examples are:

- Theft
- Fraud
- Threats of harm
- Isolation
- Assault
- Misuse of medication
- Restraint
- Neglecting to care for personal hygiene
- Failing to seek appropriate medical advice

There are signs that a person may be abused which include:

- Evidence of neglect
- Evidence of violence or unexplained injuries
- Distress
- Unusual behaviour

Any instances of abuse should be reported. If you feel that you are being abused or neglected then you should contact the Safeguarding Service or contact your key worker.

For urgent cases of abuse or neglect then you must contact the Emergency Services. For crimes the police must be contacted and ambulances may be needed for medical assistance. In these times of urgency ring 999 or 112.

Complaints, compliments and comments

Your feedback is welcome on the services that you receive. This will help us to put things right, learn from mistakes, understand when things have gone well and improve the standards of services.

Complaints with your personal assistant

If you and your personal assistant are unable to resolve a complaint then you must contact your key worker. They will be able to provide support and assistance, or they will be able to direct you to support services.

Feedback on the services you receive

Oldham Council

If you would like to feedback on the services that you receive you can contact the Oldham Council Complaints Team.

T: 0161 770 8122 or E: customer.feedback@oldham.gov.uk.

Oldham Clinical Commissioning Group

If you would like to feedback on the services you receive you can contact the NHS Oldham Clinical Commissioning Group or Patient Advice and Liaison and Complaints Team.

NHS Clinical Commissioning Group T: 0161 622 6400.

The Patient Advice and Liaison and Complaints Team are available on
T: 0161 212 6270 or E: patientservices.gmcusu@nhs.net.

All complaints are dealt with in a fair and just way, following the appropriate procedures.

Help and advice

If you require any advice and support you are able to contact your key worker. In addition we have put together some organisations who can give help and advice.

Directgov

From this website you will find government services and information. There is even a section which guides you through employing people.

You can access the information through the website: www.gov.uk

Alternatively you can contact them through their Business Support Helpline. They are available Monday to Friday from 9am to 6pm on T: 0300 456 3565 or on enquiries@businesssupporthelpline.org

ACAS (Advisory, Conciliation and Arbitration Service)

This is an organisation which provides free help and support for employers and employees.

You can access information and guides from their website: www.acas.org.uk

Alternatively you can get free, confidential advice by contacting them on T: 0300 123 1100 between 8am and 8pm, Monday to Friday and 9am and 1pm on Saturday.

Being the Boss

The website supports disabled people who employ personal assistants. There are a number of guides and samples which can be accessed through the website: www.beingtheboss.co.uk

Skills for Care

Skills for Care supports Adult Social Care organisations and individual employers, providing practical tools to ensure that they successfully and legally manage employees.

Information is available on www.skillsforcare.org.uk or you can contact T: 0113 245 1716.

Skills for Care also has an information hub to support individual employers and personal assistants:

www.skillsforcare.org.uk/Employing-your-own-care-and-support/Information-hub.aspx

Through the Information Hub you can download a toolkit guide for employing a personal assistant. You can find this here www.employingpersonalassistants.co.uk

If you need further information email info@skillsforcare.org.uk or contact T: 0113 245 1716.

Her Majesty's Revenue and Customs (HMRC)

This is the UK's tax, payments and customs authority. It provides advice and guidance for employers on pay, taxes and legal requirements. They have online guides and information available on www.gov.uk/government/organisations/hm-revenue-customs.

The online helpdesk is available from 8am to 8pm Monday to Friday and 8am to 4pm on Saturdays through calling T: **08457 143 143**. The organisation is unavailable for telephone Sundays, Christmas Day, Boxing Day and New Year's Day.

The employer helpline (HMRC) can be contacted on T: **0845 607 0143**.

Health and Safety Executive (HSE)

The HSE works to prevent death, illness and injury through work. It regulates and enforces Health and Safety across UK workplaces.

Information can be accessed through the website www.hse.gov.uk

The organisation has an online form for requests for information and advice. If you are unable to use the online form you can contact them to fill out the form for you, the hours are from 8.30am to 5pm Monday to Friday, except Wednesday when they can be contacted from 10am to 5pm on T: **0300 003 1747** and a call handler will complete the form for you.

Crimestoppers

This charity works to support communities in their right to live without crime. You are able to pass information onto them about crimes. This can be done by calling the anonymous phone line on T: **0800 555 111**. Information can be found on the website www.crimestoppers-uk.org

National Minimum Wage helpline

Advice and guidance for employees and employers on the National Minimum Wage is provided through the National Minimum Wage helpline.

They are also available to deal with complaints.

Information is available on www.hmrc.gov.uk

You can contact them on T: **0800 917 2368** Monday to Friday from 8am to 8pm and Saturdays from 9am to 1pm. It is closed on Sunday and bank holidays.

The Pensions Regulator

This is a service designed to support employers in upholding the law and providing all eligible employees with pension contributions. It is a UK regulator of pension schemes in accordance with legal requirements. www.thepensionsregulator.gov.uk or you can email customersupport@autoenrol.tpr.gov.uk or call T: **0845 600 1011**.

A handy tool available for employers is the Duties Checker. This allows you to check which legal duties you are required to complete as an employer. This can be accessed at www.thepensionsregulator.gov.uk/en/employers/duties-checker

NHS Choices

This is a health information service which can be accessed at is full of helpful information, lots of advice and it can direct you to services that you can access locally.

www.nhs.uk/pages/home.aspx

Stop Hate UK

This charity provides independent and confidential guidance to people affected by hate crime.

Information can be found at www.stophateuk.org

The charity can be contacted for information by emailing info@stophateuk.org and calling T: 0113 293 5100.

To report hate crime you can email talk@stophateuk.org, telephone 0800 138 1625, text 07717 989 025, complete the online form at www.stophateuk.org/tell or report it through a web chat at www.stophateuk.org/talk

Citizens Advice

This service is available to provide free, independent and confidential advice.

A wide range of information is available at www.citizensadvice.org.uk

Advice can also be received over the phone on T: 03444 111 444.

Disability Rights UK

This is a charity that provides information, help and support for disabled people.

There is a helpline that can be contacted on T: 0300 555 1525 or on personalbudgets@disabilityrightsuk.org Tuesdays and Thursdays 9.30am to 1.30pm.

Disclaimer

Oldham Cares brings together Oldham Council, NHS Oldham CCG and other health and social care providers in an alliance to share skills, experience, talent and resources to deliver a better care experience for all.

These organisations are not able to provide legal advice. Independent advice should be sought from a legal professional or the Citizens' Advice Bureau (CAB).

Oldham Cares accepts no responsibility for any loss that may arise from reliance on the information in this toolkit.

The toolkit was correct as of August 2018.