

Appendix 4:

Summary: proposed approach to supporting personal assistants and businesses following the Support with Confidence consultation

How we will help residents, carers and families find support

- Residents can use **East Sussex [1Space](#)**, our free online directory of groups and organisations that offer care, support, and wellbeing services in the county.
- The [Care Choices directory](#) of registered care services is available online and in a free printed version.
- We will develop a **webpage with useful guidance**, including a downloadable and printable checklist to use when considering employing a personal assistant (PA), available in different formats and languages.
- The **Direct Payment Support Services** will continue to support people who receive direct payments to be a good employer or buy services from individuals or businesses. They can help with recruiting staff, undertaking checks on possible PAs (including DBS checks), writing job descriptions, and understanding the rules that employers must follow. They also support adults who pay for their own care.

Support available for PAs and businesses

- PAs and businesses offering care, support and wellbeing services to people in East Sussex can **list their services for free on [1Space](#)**. The listing can be personalised with availability, pricing and any external accreditations.
- PAs (and their employers) will continue to be able to access a wide range of core and specialist **free adult social care training** such as mental health, moving and handling, safeguarding and first aid.
- We will develop an **'introduction to care' training programme** for PAs and others new to care work in the community who don't have access to training through a care provider. This will cover areas such as professional boundaries and lone working.
- Businesses will be able to access **DBS checks through the [ESCC Umbrella Service](#)**.
- The options that may be available to self-employed PAs include:
 - [Applying for a basic DBS check](#) to get a copy of their criminal record. This is called 'basic disclosure' and costs £18.
 - Registering with an employment agency that can apply for a check to assess suitability to work for them.
 - Accessing enhanced DBS checks through external organisations that offer this service (this may be subject to a fee and becoming a member of that organisation).
- Free impartial legal advice is available from [Business Companion](#).
- Basic business advice is available from our [Trading Standards Department](#).
- Businesses may be able to register for the Trading Standards [Buy with confidence](#) scheme.

How we will do this

- We will work with residents, PAs and businesses to codesign the new webpages and checklists.
- We will explore the options available for ongoing engagement with PAs and businesses.
- We will hold an in-person event in Spring 2024 for PAs and businesses to find out more about the support available.