

# Personalisation for Personal Assistants

## One day training course

**Aim of the course:** To support existing and potential personal assistants to have a full understanding of the modern role of the care worker. This course provides an informative and practical approach to working in a person-centred way, effective communication and supporting individuals to set and achieve goals in their own life as part of everyday practice.

**Who is this course for?** Anyone who works (or wants to work) in a caring capacity with disabled or older individuals.

**Course summary:** The course is split into four modules:

**Module One: The role of the personal assistant**  
This module explores the PA role, the key duties they undertake and uncovers their motivations for the job they do. It also covers the future of homecare and how they can personally make a difference under the personalisation agenda.

**Module Two: Person-centred partnerships**  
This module introduces the three keys of person-centred partnerships—empowerment, attitudes & behaviour and dignity & respect. Delegates will learn how having a positive approach to the work they do and the individuals they support can build effective partnerships and put the individual in control of the services they receive.

**Module Three: Choice and risk**  
This short module explores the link between supporting individuals to become active, set goals and manage their own care and the potential risks this may bring. This session focuses on managing risk in a positive way.

**Module Four: Effective communication**  
This module explores how listening, asking questions and probing for more information can help personal assistants gather information from the individuals they support about their health and wellbeing.

**Cost of course:** £100 based on up to 5 delegates. Additional delegates at £15 each (maximum of 12 delegates per course).  
Cost includes trainer and materials but does not cover venue or catering. We can arrange these if required.

**Course Timings:** One day session from 10.00 a.m. to 3.00 p.m.

**Course Trainers:** This course will be delivered by a member of the Penderels Trust training team.

**For further information and booking, please contact your local Penderels Trust office or the training team at [enquiries@penderelstrust.org.uk](mailto:enquiries@penderelstrust.org.uk) or 02476 511611.**