



# Welcome

## to our Autumn 2017 Newsletter

Welcome to our latest newsletter and in particular, welcome to the new customers and staff who have joined us in 2017.

Once again, this newsletter comes at a very busy time for Penderels Trust, with more people being supported by our service than ever before.

We are always looking at ways of working that make our services more efficient and easier for you to use. One of the areas we are currently looking at is our payroll service. Now with over 9000 customers, we want to look at ways of making access to our payroll bureau quicker and easier.

Currently, most people send in their timesheets either in hard copy by post or hand delivered to the local office or by sending a scanned or photographed copy via email.

We have been looking at a new system that is run by the same payroll provider as now. This new system is in the development phase. The new facility will allow your personal assistants to record the hours they work from a laptop, home computer or a device such as a smartphone or tablet computer.

You, as their employer, will be able to 'sign off' the hours they've entered, either electronically or via paper copy. This means you remain in control of your staff but

you will no longer have to worry about getting timesheets posted on time as we will already have the information.

There won't be any changes yet and we will provide you with all the information you need when the time comes, so you don't need to do anything now.

We look forward to providing you with a more efficient service as we move into 2018.

We hope you had a great summer and wish you well for the new season.

**Jackie Wakelin,**  
Chief Executive





## Melissa's Achievement

Many congratulations to Melissa McDade who has won the Volunteer of the Year award which is given to young people for outstanding achievement by Disability Sports Yorkshire.

Melissa has two volunteering roles, one of which is with Disability Sports Yorkshire at Denhale Arc who nominated her for the award where she works on reception and helps with the tots group. She is also a steward at Wakefield Theatre.

The glittering awards event was held recently at the Elland Road Football Stadium in Leeds.

Melissa and her family find that employing a PA helps Melissa live a more normal life and gives her the confidence and skills to feel valued in society. They are supported by our team in Wakefield to meet their employer responsibilities and complete the required paperwork.

**Well done Melissa!**

## Andy's Art Journey

Andy Berry, Penderels Trust Trustee and chair of Penderels Trust User Group (PUGs), presented an exhibition of his work at the Museum of Gloucester recently.

His exhibition 'A Journey of a Disabled Artist' included some of his watercolours of buildings,

landscapes and Jonathon the teddy! Around 16,500 people visited the exhibition and 80 people left comments - they all liked his paintings. Andy's love of art began at school. He used to do pictures in pencil but he has more recently started using watercolours. An article about Andy and his exhibition also appeared in The Citizen newspaper in Gloucestershire.



# Penderels Trust welcomes new trustees

We are very pleased to report that we have welcomed two new trustees to our Board following our meeting on 5th July 2017.



Tim Maffey

Tim has been working in the financial services industry for 19 years. He is experienced in transformation leadership within risk, operations and commercial teams. He is also a qualified accountant.

This is Tim's first experience of supporting a not-for-profit organisation and his experience within the corporate finance world has already brought a very different perspective to the Penderels Trust board.



Monica Macheng

Monica is an experienced corporate lawyer, working with (amongst others) charities, housing, health and social care and social enterprise clients, advising on governance, mergers and acquisitions and corporate structures.

Monica offers skills and experience from regularly advising and supporting board members of organisations varying from small to multi-million pound companies. She is also head of the Health and Social Care sector at Wright Hassall, a nationally recognised regional legal practice in Leamington Spa.



## Our new website

If you've visited [www.penderelstrust.org.uk](http://www.penderelstrust.org.uk) recently, you may have noticed a change!

We have updated our website, giving it a much fresher, cleaner look with added functionality to make it easier for you to find out information, contact us or look for a PA job.

A big change is the addition of a PA Recruitment Centre. This area provides information on all aspects of recruiting personal assistants. This includes the jobs posted by employers looking for a PA that can be applied for online, access to PA Finder for PAs and employers and a comprehensive information zone for PAs with frequently asked questions and useful links to other organisations.

If your area has access to our document centre, you can still reach this by going to your Support Location page and clicking on the button on the right hand side of the page.

This site is also mobile-friendly, meaning that you can now easily use our website when you are using your smartphone or tablet.



Irene Shannon is the mother of Rob Shannon, a young man who survived a severe stroke. Rob is supported by our team in Coventry. This is Irene's story.

## My 20 years of support and care from Penderels Trust

The last weekend of August 1997 was a time most people will remember as the time Diana Spencer died in a car crash. To me and my family, it's the weekend Rob, our eldest son, survived a severe stroke. Our lives changed forever.

For the next 3 months, we were taking it in turns to support Rob at the old Walsgrave Hospital day and night, then we were moved over to the New Rehab Hospital in Leamington. Because he was young, only 31, there was a chance he could recover enough to live a decent life again.

In the May of 1998, at Rob's discharge meeting, I met Sue Riley from Penderels Trust for the first time. 9 months is a long time to be in hospital and we were now to be on our own. The doctor and all his staff that had been working with Rob to begin his new life, they were all the experts – now we were about to go it alone. Scary.

We had never had a stroke survivor in the family before, let alone one who couldn't speak, walk or use his right arm, and irritable to boot.

I was scared. We all were. But that was the start of a great trust and friendship with Penderels Trust. The local authority's care plan on paper would have been brilliant, if it had ever materialised. I soon realised I had to give up work and with the

backing of the Penderels Trust Coventry team, we set to and got on with it. Care agencies were not as easy to get on with as we would have liked. We got into quite a few scrapes but a phone call to Sue or Julie got us through it. Sometimes we all expected too much from social services.

Gradually we progressed over the years from Indirect Payments to Direct Payments. The best thing we've ever done.

Our 'FAIRY GODMOTHERS' were always at the end of the phone to support us. Freedom to choose the correct carers for my son's needs.

We've both grown in confidence knowing that if we need assistance or support, Penderels Trust is there for us. We've even sent back unused funding to the council as we've been well trained in our use of Direct payments to get the best out of the system.

Personally I know I could NOT have managed on my own, with Rob going into hospital so many times and my husband becoming ill and passing away last year. Now with me getting older, I have to think of what will happen if anything happens to me. I know

the support and care will still be there for Rob, unobtrusive and caring - there for us both.

We now try to give a bit back too by being part of the Penderels User Group (PUGs). Rob and I meet with PUGs every three months to talk about the service we receive from Penderels Trust, how we think they could make things better and the best way to tell people about services or changes that are coming up.

We are proud to act as representatives for everyone that Penderels Trust supports and I would encourage you to get involved too.



Irene Shannon

# Cameron walks for Alex

Cameron Harper is a 10 year old boy with cerebral palsy which he has a result of being a premature twin. He is supported by our team in Wakefield.



Cameron on his courageous walk.



Alex & Cameron hanging out.

Two years ago, following successful surgery on his back in the UK, Cameron flew to America to have an operation to release some of the tendons in his legs to assist with his walking and balance. Money for the operation and the trip all came from fund raising, through events and sponsorship. The operation was a great success for Cameron and he can now walk with the aid of sticks.

Now Cameron wants to give another little boy the same chance he had. Alex Craven also has cerebral palsy and following extensive fund raising,

has had the same life-changing surgery in America which has gone very well. Alex is going to have another operation on his knees to help with his walking before he returns home to the UK. Alex's family still need to continue raising money for the post-operative care, equipment and therapies that he will need to give him the best chance of walking.

Cameron made the decision to do a sponsored walk around Pontefract Lake using just his walking sticks. This is a huge challenge for Cameron and would be very tiring for him but his family knew that once he'd made

up his mind to do it, there would be no stopping him.

And on Sunday 14th May, with sheer determination, grit and courage, he achieved his goal, with his twin sister, Kacey, cheering him on. He has smashed his fundraising target by more than 200% and money is still coming in.

Both families are immensely proud of these two amazing little boys. For more information or to make a donation, please visit [www.justgiving.com/fundraising/nicola-harper11](http://www.justgiving.com/fundraising/nicola-harper11)

## The story behind the film

If you've been on our new website and visited our PA Recruitment Centre, you may have seen our short film 'Being a PA'. If you haven't seen it yet, visit [www.penderelstrust.org.uk](http://www.penderelstrust.org.uk) and go to the PA Recruitment Centre and take a look, it's only a few minutes long. Its aim is to promote the role of the personal assistant (PA) to encourage more people to consider caring as a career. As well as our own service manager, Sam Cook, it features Marc and Julie.

Marc is 24 and has epilepsy, autism and sensory impairments. He needs 24/7 care as he lives independently in a purpose built house next door to his Mum, Julie. Julie manages a team of PAs to meet Marc's health and care needs. Marc and Julie are supported by our team in

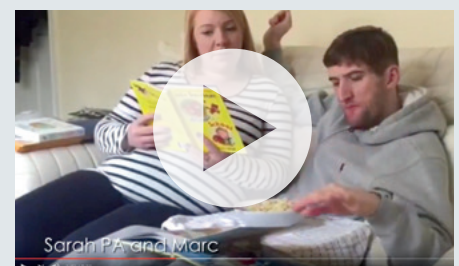
Salford with recruitment of PAs, ongoing employment support and completing financial returns for the council.

Julie knows that Penderels Trust enables her to employ the team of PAs in line with all employment legislation. The bespoke, person-centred support that a direct payment offers has completely changed Marc's life.

One of the reasons why is that Julie completely trusts the PAs employed to support her son in a way that suits him. 'All About Marc' is a favourite saying in the household. Marc enjoys walking and regularly goes on walks with his PAs; this is something that would never have happened before he had his own trusted team.

The flexibility of a direct payment enables Marc to have a staff team who work when he needs them to, meeting his requirements and wishes.

The film was produced by BBC Manchester in conjunction with Penderels Trust. This was part of their community support initiative. As part of the joint working, Penderels Trust delivered a number of Dementia Friends sessions to BBC staff in Manchester.



Sarah PA and Marc

# Amélie in Charge

Amélie is a 12 year old girl. She lives with her Mum Lesley, her Dad Darren and her three older sisters Gabrielle, Olivia and Fleur.

Amélie has Charge Syndrome. This is a genetic condition; she is profoundly deaf with no speech and she is also partially sighted due to optic nerve damage so is truly multi-sensory impaired and uses sign language to communicate. Amélie also has chronic lung disease, is oxygen dependent and has a tracheostomy. Amélie is supported by our team in the Salford office. This is her parents' story.

As Amélie has complex needs, it is very difficult to find the right care to meet her unique needs.

The family use direct payments for family members who are trained to communicate with Amélie and to care for her 24 hours a day, 7 days a week.

She needs a lot of night time care due to suctioning of her airway. We need to sleep in the daytime as we are up a lot during the night and therefore we need some time out from the 24/7 care.

Socially, Amélie relies on her sisters as she has no friends outside school. Her sisters also now help with the personal care as she is becoming a young lady. I (Mum) also work full time which is shift work.

Direct payments enable families to choose who cares for their child and when. Amélie is non-verbal and cannot tell us if she is worried, so in terms of caring, 'trust' is an essential component and one of our largest concerns as parents, which is why direct payments is a perfect option for us to make decisions around who is providing Amélie's care. As a family, we would like to thank Amy and Daisy at Penderels Trust in Salford for all their help in taking away the

added pressure of paperwork and book keeping that comes with being an employer. I am also grateful for their understanding that I can't always come back to them straight away due to Amélie's vast amount of needs.

Without Penderels Trust's input, our role as parents and carers would be so much more disorganised, so thank you.



Amélie with her big sister Gabrielle who is a children's nurse.

## Fame at last!

**Did you spot Penderels Trust in the Coventry Telegraph on 7th July?** We have been nominated for the Coventry Business Awards in the not-for-profit sector. As we approach our 30th anniversary, we felt it was time to start sharing some of our successes. The awards are organised by Coventry Telegraph newspaper and the winners will be announced at the awards ceremony at The Ricoh on Thursday 16th November. **Wish us luck!**



## Come and join PUGs!

*"We are an informal group who meet about four times a year. Our meetings are very good and very friendly."*

*Most members come from the Midlands but I come from Gloucester and there is one member from near London and another from Barnsley. We meet with various managers from Penderels Trust and discuss what the organisation does for its users and how best to communicate with everyone.*

*If you would like to join us, please remember that Penderels Trust will pay your travel costs including any carers you need to bring. Our 2017 meeting dates are on the PUGs page of our website.*

*If you would like to come along, please contact us at [pugs@penderelstrust.org.uk](mailto:pugs@penderelstrust.org.uk) or call us on 02476 511 611"*

**Andy Berry**, Chair of PUGs



# Amanda's Story

Amanda Creely is a 36 year old lady who is supported by our team in Salford. She has Athetoid Cerebral Palsy which affects her control of movements and speech. She communicates by using her Pathfinder (speech synthesiser), facial expressions and by looking at objects. The Penderels Trust independent living adviser, Amy Jeffery, has supported Amanda with recruitment and employment of PAs and managing her care money. This is Amanda's story.



Amanda Creely

## How Life Was....

I live in a house with my family but I can't take part in many aspects of daily life (cooking, using the television, cleaning etc.) because it is not accessible to me using my wheelchair. Occupational Therapy will not provide equipment or adaptations to my house as they say it cannot be done safely. I went to college but they kicked me out as they said there were no courses for me. So I was left stuck at home for six days a week and stuck in one room of my house at that. Life was pretty bad, I was not happy at all and I was in a lot of pain. I knew my life could be so much better but I didn't know how to make the changes.

## How I changed things

Anne-Marie, who worked at Waterside Resource Centre (a centre for people with complex needs), asked me if I'd like to start thinking about my life and making an Essential Lifestyle Plan (ELP). I said I would and Anne-Marie spent time with me and my family to help me work out what it was I wanted from my life and how best to support me to achieve it. This work made

a big difference to my life. We had an action plan review after three months and things seemed to be going well, however what we learned was that without regularly getting together to talk and think about next steps, the plan got stuck. We decided that my support worker would help by facilitating an action plan review every three months. That carried on until recently we have moved action plan meetings to six monthly.

Over this time, I have taken a greater role in the meetings. We have also looked at how to best use the plan and split it into leaflet style sections that are easier to read.

## A Better Life

I decided to try using direct payments. Because I wanted more control over when I had support, we decided to employ a personal assistant (PA). This is when Rachael started to support me. Mum was quite worried about the risks involved and the work it would take to be an employer but it worked out well for us. I liked being supported by Rachael and we got to know each other better and better.

Because this support was going so well, my Mum and I sat down and talked about having more support from PAs. So now I had two PAs supporting me.

I had decided I wanted to work and looked for either paid or voluntary work for quite a long time when I got a new PA who volunteered at a garden centre; she suggested I give it a go there so I did. I only work there in the warmer months though because the cold gives me pain.

Life is really fantastic now. I am busy each day doing things I want to do supported by my PAs who support me in ways that make sense to me. More importantly, I am not in pain. I spend my free time going skiing, playing Boccia, visiting the theatre and cinema, shopping, enjoying parks in the summer and enjoying meals out. I've got this life now because now when I talk, people listen.

I can't say it's always been easy, there have been some challenges along the way. Sometimes PAs I really like leave and sometimes I have employed the wrong person. I'm now really happy with the team I've got around me.

## Twiddlemuff donation to Salford Royal Hospital Dementia Wards

Staff from our Salford office, with the help of friends and family and the 2nd Monton Brownies, made Twiddlemuffs for people living with Dementia. Twiddlemuffs are knitted handmuffs with interesting decorations like buttons and ribbons attached to them. People living with dementia find them therapeutic and comforting. The Penderels Trust team handed nearly 30 Twiddlemuffs to staff on the dementia wards at the Salford Royal Hospital who said they would be very gratefully received by their patients.



# A BIG thank you



Thank you so much to all employers and PAs who recently completed the Skills for Care survey. We had responses from over 900 employers and 1100 PAs which is fantastic.

Skills for Care is the government body that works to support employers and their staff in the social care sector, including direct payment employers and their PAs. They will take the information from your survey responses to build a better picture of this sector and to better support employers and PAs with training and development in the future. We will share the research with you once we have received the report.

## Employer UPDATE

### Calculating Annual Leave

By law, all employees are entitled to a minimum of 5.6 weeks paid leave per year including bank holidays. This equates to 28 days or 207 hours per year (20 days leave and 8 bank holiday days) for someone who works full time (usually 37 hours per week).

Part time staff also receive 5.6 weeks paid leave per year but this has to be pro rata'd (reduced) to reflect the total number of hours they are contracted to work. For example, if they are contracted to work half the time of a full time member of staff i.e. 18.5 hours per week, they are still entitled to the equivalent of 28 days leave but this will equate to 103.5 hours which is half the hours of leave a full time member of staff would be due.

Casual workers are also entitled to the same amount of annual leave as other staff. The difference is that they do not work for you on a regular basis, so at the end of each 'assignment' (period of work), the relationship between you effectively ends. As a result, you can pay them for any annual leave they have not taken in that period.

To work out the annual leave entitlement for your staff, please visit [www.gov.uk/holiday-entitlement-rights](http://www.gov.uk/holiday-entitlement-rights) which includes an annual leave calculator.

It is the responsibility of the employer to keep a record of how much annual leave an employee is entitled to and how much they have taken. It is not the responsibility of the payroll service or your ILA. To help you keep a record, we have a template that you can use for each member of staff to keep track of what annual leave they have taken.

For most direct payment employers, the PA annual leave year runs from 1st April to 31st March.

Employees must take their allocated leave entitlement as time off throughout the year. They should not save it all until the end of the year as they need regular breaks. Typically, annual leave cannot be paid for or carried over into another leave year.

### Preventing Illegal Working

As an employer you have a responsibility to check that any person you employ is legally allowed to work in the UK, even if you already know them. You must see an original approved document and take a copy of it and then keep the copy for 2 years after the person stops working for you.

We can provide you with a list of approved documents although most people use their passport as evidence. Fines for employing someone who is not entitled to work in the UK are substantial, so please make sure you have undertaken this straight forward task before employing anyone.

### Useful Facts and Figures

#### Tax Year 2017/2018

**Statutory Maternity/Paternity Pay:** £140.98

**Statutory Sick Pay:** £89.35

**Personal Allowance:** £11,500

**Minimum Wage (hourly rates)  
from 6th April 2017:**

#### Age of Worker

25 and over £7.50

21 to 24 years £7.05

18 to 20 years £5.60

16 to 17 years £4.05

**If you need this information in another format or language  
please telephone: 02476 511 611 or email: [enquiries@penderelstrust.org.uk](mailto:enquiries@penderelstrust.org.uk)**