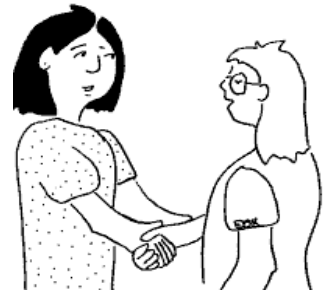


# It's about respect



## Skills for Support

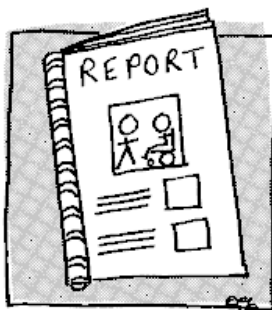


We visited people and their PA's.

We talked to them in groups.

We also saw people at home.

We asked people to tell us about how they worked together.



This is an easy read summary of what people said



People are happy because they have moved out of residential homes.



Staff need to listen to each person. Sometimes that did not happen in the past. It is a big step to move on people need support, but people can help each other.

## Person Centred Planning



A lot of people were confused about their direct payments. Some had person centred plans some did not. Some people had chosen their PA some not.



It is important that people get person centred plans. It is like the first step. It is about your life, and it gives you a goal.



Sometimes it was quite hard to get a PA. There is not a choice because of lack of PA's. The whole thing took a long time



Most people had chosen someone they knew already. Sometimes people chose wrongly at first.



'I would rather not choose my family for a PA. It is different at work it is a stressful thing.'

### Things people did with their PA



Most people went shopping, they go out. They also got support with money.



People sometimes got support with their feelings.

## Independence



People liked doing things by themselves but this could mean people are not getting enough support.



It is important to make your own choices. Sometimes it helps to have a PA who speaks up for you or you could have an advocate.



It is important to listen and understand the needs of the person you are supporting.



Let people change their minds.  
Let the person be themselves.  
Wait until the person asks you for help.

## Relationships are important



People talked about trust and a two way relationship.

To keep it going you need to have trust. If you have a PA you don't like then you just walk away.



PA's sometimes get very friendly. Some even took their own child to work. People said they liked to feel included in the PA's family.



People said they got advice from their PA especially on money and risks.