

Laura's Story: PA Training

Meet Laura

- Laura uses her Direct Payment to employ a number of PAs to help her stay independent at home.
- She takes her responsibilities as an employer seriously and wants to make sure that her team of PAs have all the right training to be able to work together effectively.



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Advice and support

- Laura contacted SILC and our trainer completed a 'learning needs analysis' for her. This identified her PAs' individual learning needs as well as looking at the needs of her support team as a whole.
- The trainer recommended suitable free training courses run by SILC to cover some of the learning needs.
- Some additional, more specialised, training on using the particular equipment in Laura's home was also needed. So, SILC supported her with the paperwork needed to apply for Individual Employer Funding from Skills for Care to pay for that training.



“SILC helped me identify suitable training courses and apply for funding.”

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Personalised Training

- Laura's funding application was successful and SILC delivered the necessary training in Laura's home.
- Laura remarked on how helpful the personalised training was and said "From that day on we haven't looked back."
- The SILC trainer also helped Laura set up an induction process for new PAs to help her ensure that new members of her team can quickly learn about Laura's needs and preferences. Where funding is needed to pay for new training, SILC assists Laura with putting in the application.
- Laura now feels so much more confident when she has to recruit new PAs.



"All of the training has been excellent. I recommend SILC training to everyone."