

Emma's Story: Gaining Independence

Meet Emma

- Emma is 20 years old .
- She has been receiving a Direct Payment for many years, initially paid to her Mum as her third party, and has had a few Personal Assistants (PAs) over the years, employed by her Mum.
- Now that Emma is an adult, she has taken over responsibility for her DP and was also seeking a new PA to help her gain more independence.



Emma's Story

Emma's needs

- Emma is a wheelchair user and needs help with some tasks, especially to help her get out and about.
- As a young woman, Emma wanted a PA closer to her age to accompany her out to social events and to concerts as she is a music lover.
- Emma needed help with recruitment to find the right person able to support her needs. She also needed support and guidance about how to become an employer and all the paperwork involved.



Emma's Story

SILC Support

- SILC helped Emma to advertise for a PA, gave interview advice, checked references and undertook a DBS check.
- SILC provided information on all the paperwork Emma needed to complete as an employer such as contracts, payroll and insurance.
- SILC also arranged relevant training for her new PA, such as Moving and Handling and First Aid.



“SILC were very helpful in providing all the information and support I needed. I asked a lot of questions as it was a bit overwhelming, but they were very patient!”

Emma's Story

Outcome

- With SILC's help, Emma was successful in recruiting a new PA who is only a couple of years older than herself.
- Emma's PA is fully trained on all aspects of Emma's care needs, meaning Emma is safe and well cared for.
- Emma is now confident in managing her own finances, her employer relationship with her PA, and her social life!
- Emma has recently attended her first gig without her Mum, with the support of her PA.



"I now feel more empowered to manage my own life and able to have a better social life"