

Skills Checks for Personal Assistants

3. Organising a Rota

Employer's pack

Contents

- Skills Check activity
- Skills Check answer sheet
- Feedback form
- Personal development form

Summary	
Suitable for	Personal assistant
Skill checked	Reading comprehension, planning skills
Covers	Organising a rota
Learning for employer	Can the personal assistant follow detailed written information?
Learning for personal assistant	Importance of attention to detail when planning rotas
Approx time needed	Total: 30 minutes (20 minutes for Skills Check and 10 minutes for feedback)
How it works	Offers information on organising rotas for personal assistant teams, then asks the person to use reading skills to identify problems in a rota. Discuss the person's answers to gauge their reading comprehension and spoken communication skills.
Notes	Let the person read the activity sheet to themselves then complete the task. If person does not understand, explain it to them. Answers are provided on a separate sheet.

We welcome suggestions to improve this Skills Check. Please use the contact form on our website at www.scie.org.uk/careskillsbase

Being a personal assistant: Organising a rota

Effective personal assistance depends on good communication. This sheet looks at what that can mean in practice.

1. Did you know?

Often it takes more than one personal assistant to help a person live independently. When a person employs several personal assistants, the PAs work to a rota.

2. Organising a rota

Peter needs personal assistance 24/7. He employs five PAs: Sam, Chris, Pat, Donnie and Kay. Each week the PAs agree a rota to make sure Peter has assistance at all times.

Here is Peter's diary for next week.

Mon	<i>Home all day</i>
Tues	<i>Cinema 8.30-10.30 pm - driver needed</i>
Weds	<i>Meeting 9.30-11.00 am - driver needed</i>
Thurs	<i>Home all day - friends for dinner at 7.00 pm</i>
Fri	<i>Meeting 2.30-4.30 pm - driver needed</i>
Sat	<i>Dinner out with friends 7.30-10.30 pm - driver needed</i>
Sun	<i>Go to brother's for lunch at 12.30-5.00 pm - driver needed</i>

Here is each PA's availability and whether they can drive or not.

Sam drives and can work any day except Sunday.

Chris, who doesn't drive, can't work Fridays.

Pat drives and enjoys cooking, but can't work Wednesdays or Fridays.

Donnie can't do Mondays and doesn't drive.

Kay drives, but can only work Monday to Thursday and needs to be away by 6.00pm.

Bearing in mind the information above, circle any definite problems on the rota below.

	Morning (7-12noon)	Afternoon (12-6pm)	Evening (6-11pm)	Night (11pm-7am)
Mon	<i>Sam</i>	<i>Kay</i>	<i>Donnie</i>	<i>Chris</i>
Tues	<i>Pat</i>	<i>Sam</i>	<i>Kay</i>	<i>Donnie</i>
Weds	<i>Chris</i>	<i>Kay</i>	<i>Donnie</i>	<i>Pat</i>
Thurs	<i>Kay</i>	<i>Donnie</i>	<i>Pat</i>	<i>Chris</i>
Fri	<i>Pat</i>	<i>Kay</i>	<i>Donnie</i>	<i>Sam</i>
Sat	<i>Donnie</i>	<i>Chris</i>	<i>Sam</i>	<i>Pat</i>
Sun	<i>Chris</i>	<i>Donnie</i>	<i>Pat</i>	<i>Chris</i>

Being a personal assistant: Planning a rota

Answers

2. Organising a rota

Definite problems on the rota are circled below.

	Morning (7–12noon)	Afternoon (12–6pm)	Evening (6–11pm)	Night (11pm–am)
Mon	Sam	Kay	Donnie	Chris
Tues	Pat	Sam	Kay	Donnie
Weds	Chris	Kay	Donnie	Pat
Thurs	Kay	Donnie	Pat	Chris
Fri	Pat	Kay	Donnie	Sam
Sat	Donnie	Chris	Sam	Pat
Sun	Chris	Donnie	Pat	Chris

Here is why:

Mon	Donnie can't do Mondays.
Tues	Kay needs to be away by 6.00 pm.
Weds	A driver is needed in the morning – Chris doesn't drive. Also, Pat can't work Wednesdays.
Fri	Neither Pat nor Kay work on Fridays.
Sun	Donnie doesn't drive.

Feedback form	Date:		
Personal assistant (PA)			
Employer			
1. Employer's view The PA ...	No	Partly	Yes
a. Read the activity sheet with understanding (reading skills)			
b. Addressed the problem effectively (reading, logical thinking skills)			
2. Employer's reasons The PA ...	No	Partly	Yes
a. Responded to the activity sheet appropriately			
b. Used reading and logical thinking skills to solve the problem; did not guess the answers			
c. Gave a full and accurate answer (attention to detail)			
d. Completed the activity within a reasonable length of time (ability to absorb detailed information quickly)			
3. PA's view (note any comments the PA wishes to make)			
4. Next steps to help develop skills and knowledge for the job	Yes	No	
a. Learning to develop PA's job-related knowledge and skills			
b. Learning to develop PA's reading skills			
5. Employer's signature	PA's signature		

Use the other side of this sheet for notes.

Personal development form	Date:	
Personal assistant (PA)		
Employer		
1. Learning aims	Tick (✓) if 'yes'	
a. Job-related knowledge and skills to be developed		
b. Reading skills to be developed		
2. How will the learning happen?		
3. What support and resources will be needed to make the learning successful?		
4. When will the learning happen?		
5. How will we know the learning has been successful?		
6. Progress review date:		
7. Employer's signature	PA's signature	