

## How can I find out more?

Help is at hand to find a Personal Assistant who will meet your needs.

You can contact your Broker, Care Manager or visit the Oxfordshire website for self directed support at:

[www.takingcontroloxon.org.uk/pa](http://www.takingcontroloxon.org.uk/pa)

## If you do not use the internet

You can also contact the Access Team to discuss your requirements. The team can send you details of Approved Personal Assistants in the post.

You can also ring with any other queries about Adult Social Care:

**Tel: 0845 050 7666**

Out of hours emergency number:  
0800 833408 (freephone)

## Contact Details

Support with Confidence  
Social & Community Services  
County Hall  
New Road  
Oxford  
OX1 1ND

Tel: 0845 050 7666

Fax: 01865 783111

SMS: 07788 571577

Email: [SupportWithConfidence@oxfordshire.gov.uk](mailto:SupportWithConfidence@oxfordshire.gov.uk)

Visit the self directed support website for Oxfordshire:

[www.takingcontroloxon.org.uk](http://www.takingcontroloxon.org.uk)

This leaflet will be reviewed in January 2012

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# Support with Confidence

## Finding and hiring your Personal Assistant



Support with  
Confidence  
OXFORDSHIRE COUNTY COUNCIL



Working for you

## Personal Assistants for care and support

Personal Assistants are people from all walks of life who work for people who require social care. They help with everyday things like going to the shops or taking the dog to the vet but can also provide personal care such as washing and getting dressed.

## What is the Support with Confidence scheme?

Support with Confidence is a scheme from Trading Standards and Oxfordshire County Council. It offers peace of mind by ensuring that you can employ Personal Assistants who have received training, have had Enhanced Criminal Records Checks and reference checks carried out by the Council.

Approved Personal Assistants can work for anyone regardless of financial eligibility.

## Why hire an Approved Personal Assistant?

The scheme makes it easier for you to find a suitable Personal Assistant. All of the Personal Assistants approved by this Scheme must agree to Terms and Conditions and a Code of Conduct. These require that approved Personal Assistants meet standards covering Promotion of Users' Rights, Confidentiality, Independence and Risk.

## Training and registration

The free training that this scheme provides for Personal Assistants includes:

- Principles of Care
- Food Safety
- Infection Control
- Safeguarding Adults
- Moving & Handling
- First Aid Awareness
- Health Promotion
- Communication Skills

## How to find an Approved Personal Assistant

You can view details for each Approved Personal Assistant on the Taking Control website, helping you to find and compare candidates. The details include:

- A recent photograph
- Approval Number
- Telephone number and location
- Date of their Enhanced Criminal Records check clearance
- All training undertaken with dates
- Availability
- Approximate charges

The website address is:

[www.takingcontroloxon.org.uk/pa](http://www.takingcontroloxon.org.uk/pa)

**Taking Control**  
helping you to take control  
of your care and support

