



Direct Payments:

Personal Assistant/Carer (PA) Fact Sheet

Working as a Personal Assistant supporting a Disabled Person April 2024

What is a Personal Assistant/Carer PA?

A Personal Assistant/Carer (or PA) supports people that need help because of their age or disability, to enable them to live as independently as possible.

What do Personal Assistant/Carers do?

The duties of a PA vary widely and depends on what the person you are supporting wants you to do. Work is likely to be part-time. It could include any or all of the following tasks:

toileting, bathing, grooming, dressing, light housekeeping, preparing meals, shopping, taking the person shopping, supporting with social activities in the community or supporting people in work or learning.

Who is the employer of a PA?

A PA is usually employed either directly by the disabled person or by an Appropriate Adult who has the disabled person's best interests at heart to ensure the support he/she receives is appropriate.

How will I get paid?

Your employer will contract with a payroll service set up with either (Smartpaye or Disability Direct). The payroll provider will manage the payroll. Your Employer will need to report your hours worked through to them every 4 weeks and you will either be paid directly by the payroll provider by Bank Transfer directly into your bank or your Employer will pay you directly. You will also receive a payslip either from the payroll company or your employer directly.

Will I be entitled to paid Holidays?

You will be entitled to 5.6 weeks of paid annual leave each year and the holiday period runs from 1st April to 31st March. By law you must take 4 weeks of holiday. Your holidays must be agreed by your Employer before you take them and your Employer will need to inform their payroll provider when you plan to take your annual leave. Any unused holidays cannot be rolled over to the following year.

Will I be entitled to Sick Pay if I am ill?

You may be entitled to Statutory Sick Pay if you earn a specific amount which makes you eligible
<https://www.gov.uk/statutory-sick-pay>

Will I still get paid if the person I support is admitted into Hospital?

You will only be entitled to full pay for 2 weeks and half pay for 2 weeks if the person you support is admitted to hospital. If the person is still in hospital after 4 weeks you may want to use any unused holidays and then unfortunately you would need to be laid off until a decision is made as to whether the person will be returning home.

Can I join a Pension Scheme?

You will automatically be opted into the Pension Scheme if you are eligible. If you do not want to join the pension scheme then you have the right to Opt out once you have been automatically joined (depending on how much you earn).

Will I receive a Contract of Employment?

Yes. Your Employer will need to provide you with a contract of employment. You need to ensure your Employer has provided you with your Contract (Direct Payments Team support Employer).

Contact Details

In the first instance you should speak to your Employer regarding any employment questions.

You can also contact ACAS <https://www.acas.org.uk/advice>