



*'A Co-operative approach to safe, quality care, under your control and informed by your experience.'*

*'Together we can live life well.'*

Company limited by guarantee without shareholders.

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## **Summary of PA Meeting 02/11/24 at the Port & Anchor, Ellesmere Port**

### **Quick recap**

John discussed the transition of personal assistants from self-employed to employed status within North-West Care Co-Operative (NWCC), emphasizing the importance of efficiency, accuracy, and compliance with mandatory training. He also outlined the cooperative's culture and future including creating a supportive community for members, developing purposeful activities, and investing in property for independent living. Lastly, he mentioned the co-operative's focus on strengthening their offer in Cheshire before expanding to other areas.

### **Next steps**

- PAs to complete mandatory training within the specified timeframe to avoid potential disincentives in the next financial year.
- PAs to accurately record daily support activities contemporaneously using the 24-hour clock format to minimize payroll errors.
- Management team to explore opportunities for developing purposeful activities for principal members, including volunteer work and income-generating options.

### **Summary**

#### **Transitioning PAs and Cooperative Policies**

John explained how North-West Care Co-Operative has taken Personal Assistants (PAs) from self-employed to employed status. He explained that while self-employed workers have more control over their work, they lack certain benefits such as paid leave, sick pay and employer's pension contributions. As PAs employed by North-West Care Co-Operative, they now enjoy minimum contracted hours payment, regardless of work availability, paid leave, statutory sick pay and employer pension contributions. John warned that the organization would be tightening its policies to ensure all PAs adhere to their obligations and emphasized the importance of maintaining low costs to remain competitive in the market. He also highlighted the cooperative's not-for-profit status and its focus on investing in frontline services.

## **Efficiency, Accuracy, and Bureaucracy in Operations**

John discussed the importance of efficiency and accuracy in their operations. He emphasized the need to get things right the first time to avoid wasteful and costly corrections. He also highlighted the importance of not burdening the PA workforce with unnecessary bureaucracy or control. John used the example of the payroll process and the daily record of support to illustrate these points. He stressed the need for contemporaneous recording of support to avoid errors and the importance of using the 24-hour clock correctly. Lastly, he emphasized the need to describe the care given in the daily record of care to meet regulatory requirements.

## **Budgeting Challenges and Cooperative Culture**

John discussed the challenges of budgeting for pay rises and increased national insurance contributions. He emphasized the importance of compliance with mandatory training and the need to limit the choice of not completing it. John also outlined the co-operative's culture, including being kind, supportive, welcoming, and grateful. He encouraged members to adhere to these principles and expressed the desire to deliver significant projects in the next decade.

## **North-West Care Co-Operative Future Plans**

John discussed the future. He highlighted the aspiration to create a supportive community for their principal members after their parents are gone, and to develop purposeful activities that allow members to gain life experience and contribute to society. He also mentioned the goal of investing in property to provide a supported environment for members to live independently. Lastly, he mentioned that the co-operative will not expand to other areas until these other plans are in place, and they will focus on strengthening their offer in Cheshire first.