

# Contribution of personal assistants to improved outcomes for people

Personal Assistant Outcomes Map

## Who is the mapping resource for?

This map has a broad application including anyone who would like to know more about personal assistants (PAs), their work, who they work with, how their support impacts on those they work with when this model works at its best, and the difference it makes to people.

## How can you use it?

The mapping resource is very flexible and you can use it in different ways including:

- to promote awareness of the role, value and positive outcomes of the PA model of support with other stakeholders
- as a discussion aid for PAs, PA employers and other stakeholders to facilitate open supportive conversations
- to help PAs recognise their value and professional identity.

## Where has it come from?

A group of PAs, PA employers and other stakeholders worked together in 2021, facilitated by [Matter of Focus](#), to co-develop a shared understanding of how PAs can be better valued as part of the social care workforce. The PA Outcomes Map is a product of this work.

We want to thank all the individuals and organisations who contributed.

## The map

### What we do?

Have conversations about what matters and how services and support could help

Explore SDS options and what it means to be a PA employer

Access relevant advice, guidance, and support. Stay informed on duties and best practice as an employer

Negotiate agreement for support and employ a PA

Work with a PA to plan and continually review support and employment agreement

### Who with?

Personal assistants

Support organisations/ independent living organisations

Social workers and social work assistants

People who use support

### How they feel?

I am supported and empowered to be an employer

This is the right option for me

We can trust each other

### What they learn and gain?

People know what matters to them and what is possible with the right support

People gain choice and control over when they use support, what support is for, and who provides it

People gain flexible, tailored support

People gain a deeper understanding of what it is to be an employer and the confidence and skills to make it work well

PAs gain confidence, skill and opportunities to do meaningful work

Able to contribute suggestions and ideas through trusting relationships with employer which increases PA confidence

### What they do differently?

People live their life around what matters to them

People build strong and trusting relationships with their PA

People negotiate ongoing support confidently while respecting the rights of their PA

People adapt their support as their needs and circumstances change

PAs provide holistic, responsive and creative support that has a focus on wellbeing

PAs are connected with other PAs and the wider social care workforce

### What difference does this make?

People who use support live an independent and full life

People access opportunities they couldn't with support from services

People who use support are respected, have more dignity, and their human rights are realised

PAs feel more valued, respected and have greater job satisfaction

## The headings - what they mean

**What we do?** This explains the key activities that are delivered.

**Who with?** Everyone who engages with these activities.

**How they feel?** The positive reactions people have if they engage with the activities offered.

**What they learn and gain?** The changes to their knowledge, skills and attitudes as a result of positive engagement with activities.

**What they do differently?** Positive changes to their behaviour and practice based on these changes in knowledge, skills and attitudes.

**What difference does this make?**

This is the difference it makes if people change their behaviour in the ways described. In essence when the PA model is working at its best.

## More information

You can read a report on the outcomes mapping project on the [SSSC website](#).

### Further information on PAs and this model of support

- PA Handbook: [www.handbook.scot/the-pa-handbook](http://www.handbook.scot/the-pa-handbook)
- PA Employer Handbook: [www.handbook.scot/the-pa-employer-handbook](http://www.handbook.scot/the-pa-employer-handbook)
- Self Directed Support Scotland: [www.sdsscotland.org.uk](http://www.sdsscotland.org.uk)
- Personal Assistants Network Scotland: [www.panetworkscotland.org.uk](http://www.panetworkscotland.org.uk)
- Care Inspectorate Hub Self-directed Support Library: [hub.careinspectorate.com/resources/self-directed-support-library](http://hub.careinspectorate.com/resources/self-directed-support-library)
- Social Work Scotland Self-directed Support FAQs: [socialworkscotland.org/briefings\\_statements/sds-frequently-asked-questions](http://socialworkscotland.org/briefings_statements/sds-frequently-asked-questions)
- Self-directed Support Framework of Standards: [www.gov.scot/publications/self-directed-support-framework-standards-including-practice-statements-core-components](http://www.gov.scot/publications/self-directed-support-framework-standards-including-practice-statements-core-components)