

## NOTE OF DISCUSSION WITH ADULT PAID CARER – 13 OCTOBER 2020

### Main points –

- Carer had worked all through COVID however if carers did have to take time off through sickness they only got £90 per week
- Travel time – this did not seem to be paid and travel time is often changed. Carers are supposed to get 15 minutes travel time but this is often cut to 5 minutes
- Changes to rotas are often made during the night and clients were added to a carers rota, and extra jobs are added without adequate travelling time being added
- When jobs are completed a note has to be made but if the job is doubled up with another carer and one carer completes the form the other carer is not paid
- PPE during COVID – whilst this was provided at the outset this ran out and as it had to be ordered some things ran out and some items are still not available. Aprons needed to be taken off a roll and quite often PPE not available and carers had to go to work without adequate PPE
- Carers are on a 6 day week, however the company did not give them a day off as carers were forced to work due to shortage of staff. Carers are also told when they can take holiday most of the time and the maximum length of time carers can take off is 2 weeks at a time, however carers who need to visit family abroad can take 4 weeks and take unpaid leave
- Carers have rotas changed at the last minute and not aware until late in the day of what clients they are visiting, and clients do not know which carer is going to turn up. If a carer takes a day off they will be punished by giving their work to someone else When medication increased owners not always informed
- Office staff argue amongst themselves blaming jobs on each other and results in jobs not done
- When on holiday the company staff ring you as they do not always know what is going on at clients house
- Key safe numbers are often missing
- Some shopping time is only an hour and within that time have to collect money from cashpoint, shop for the client at the supermarket, and return shopping to client in an hour – no time is allocated for queueing
- If you have to wait for an ambulance and are delayed on job they cover your following call so you do not get paid through no fault of your own