

## NOTE OF DISCUSSION WITH ADULT PAID CARER – 7 OCTOBER 2020

### Main points –

- It had been difficult during COVID 19 – at start of pandemic difficult to get PPE and in travelling on buses as these were not running regularly
- Carer had lost 2 clients during pandemic – not due to COVID but to mental health issues –this had meant a loss on income for the carer
- Carer had young family living at home and found it difficult as one has health problems and she was scared of bringing COVID back into the home
- Carers were not appreciated and the pay was not good – not paid for travel time and often it can take time on public transport to reach clients
- Some carers had to work 60 hours per week to earn a decent wage
- If sick do not get paid properly – when carer off sick during COVID only got £80 per week even though she had a GP sickness certificate
- Supply of PPE now was satisfactory however there were issues with clients who had health risks initially and special efforts had to be made for her to be able to get PPE for herself and clients. However, the situation was good with PPE now and protective clothing and masks were being provided
- Carers also provided with sanitiser
- Carer stated that when she lost clients during COVID she also lost their hours and lost income and if clients go into hospital carers lose that income as well so there is no security of pay
- The provider pays wages on a 13 month pay basis – wages every 4 weeks – and this causes problems with UC payments