



# Contingency Care

– Maria Tomlinson

Self-Employed Carer Coach

Founder of the Professional Carers Network






# Contingency Care

It is really important that you have a plan for when you can't work and won't be able to provide care. This is by far the biggest issue people face when using a self employed carer to cover their care.

If they were to get care from a standard care agency, anyone of the staff members they have available would be able to turn up and deliver their care. But because you are a single or small team, this can get a little more tricky.






There are a few ways to solve this issue:

## 1. Have A Business Partner

Same vested interest in your business. So you are 50/50 partners. You both go to every client and they see you as a team.

|                     |                                      |
|---------------------|--------------------------------------|
| 100% trust          | Will do just as good of a job as you |
| They will turn up   | Cover sickness                       |
| Help each other out | Shared reputation                    |

For CQC reasons, it is not an official partnership, we are both self employed, but we do work closely together to help deliver care to the same set of people.



## 2. Have A Work Buddy

So a work buddy isn't quite the same as a business partner. It's someone that will help you out when you need help, and you would return the favour when needed also.

- Favour based
- No obligation to help
- May not know the people the other is caring for
- It wouldn't look bad on them if they didn't pick up your work.  
But it would be kind for them to help and sensible as you can return the favour when needed.

Local Carer Friends - provides an option for cover/takes away worry



# Members Directory


To find local members, search the members directory!

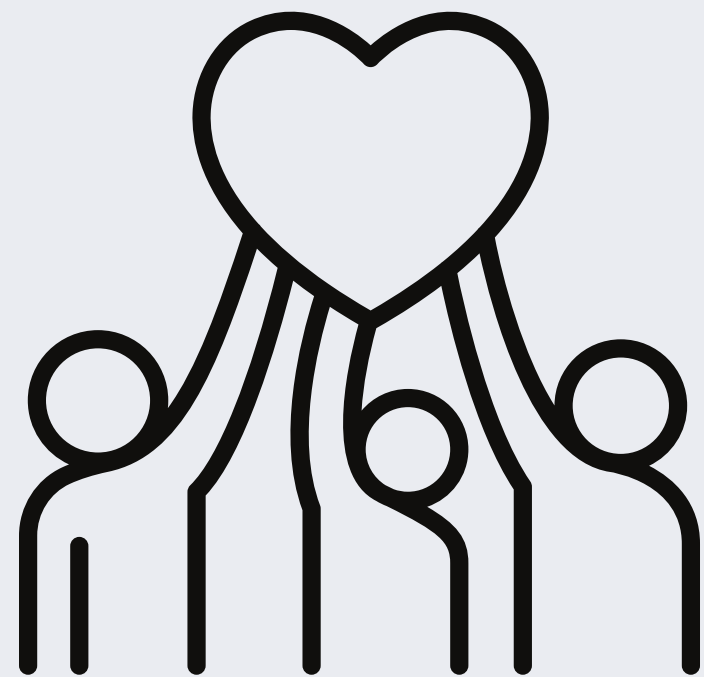
Even though we personally use the business partner model, we also use the work buddy method too.

Cover sickness

Holiday cover

Customers needs increased

- Having these type of relationships with other local carers has been a game changer.
  - More reliable
  - When you get work enquiries that you can't fulfil, you can send work their way too.
- 



Community Over Competition!






### **3. Family Member Cover**

The other contingency plan is to identify with the family, who you will ring in case you ever need them to step in if you can't attend for some reason.

It's a good idea to always do this for every customer,  
Only ever use this back up plan if you are desperate  
Or ok if it has been agreed prior, eg. using family for holiday cover with a few months notice.


If it's a last minute cancellation, you absolutely need to make sure it doesn't happen on a regular basis. You need to be able to provide a reliable service, and if you keep cancelling, you simply aren't going to keep that job for long!





# Contingency Care

All three of these contingency care options work well to provide cover when needed. My hope is that you will meet local carers through the Professional Carers Network and you will know they have the same high standard of care ethos as you. This is a growing Network, so this will come with time.







*Task:*

What is your contingency plan?

