



Hi Georgina/Laura,

Hope you had a wonderful weekend

Apologies in the delay in coming back to you after our meeting!

It would be fantastic to be able to work with you and help empower local people to self-manage their care arrangements.

Some information for you below as discussed:

Curam operates nationwide, we are an introductory platform transforming care, connecting service users with approved PAs. We are addressing the issue of the lack of skilled care workers across the country. At Curam we put our PAs at the heart of our solution: we believe a valued carer will deliver care of value, so we ensure all Curam PAs have access to admin functions to support self-employment, online and in-person training opportunities as well as a safe platform to find work while earning the rates they choose.

Users can sign up to Curam and post a job on our secure platform free of charge, this post goes out to local approved PAs who can apply for the job if they have the suitable skills and experience required. Service users can use filters such as skill or condition experience, qualification, gender, language, location and even hobbies and interests to search for and message the PA of their choice on a secure platform; they can also have a Curam Meet video call (recorded for safeguarding and monitoring).

Giving service users and PAs the opportunity to work with someone they choose helps create a more personalised experience, continuity of care, and better care outcomes. Choosing the person who will care for you is a very personal, important and sometimes daunting experience, at Curam we make it easy to help service users find the right person for them.

PAs are self-employed so set their own rates which are listed on their profiles and often are open to negotiation. Curam supports last minute/emergency care, rapid hospital discharge with no waiting around for care packages to be available, overnight care, hourly care, live-in and respite. Our PAs have assisted service users on days out, hospital and other personal appointments.

Curam has a PAYE option for hiring a PA, though we recommend the self-employed model first to ensure the PA is right for the service user. Curam supports individuals with Direct Payment funding, CHC, PHB and NHS funding. Any service users in receipt of the above funding do not pay any fees other the care costs agreed with the PA.

PAs create a service agreement before starting work, this details the requirements of the job and where necessary Curam will ensure they have the correct certificate/training and qualifications for the job. PA are fully insured and will raise invoices payable by the service user through the platform only.

Key points:

- **Choice and control**

- Clients choose their PA for them or their loved ones and have full control over who delivers their care, when, and where.

- **Value**

- With the lowest fees in the sector, more money goes to care and less on admin

- **Reliability**

- 99.9% of scheduled shifts on Curam are carried out vs. 85% sector average

- **Speed and convenience**

- **Curam clients can hire PAs in a matter of minutes**

- PAs have already had their DBS checks done as well as right to work in the UK, and as they are self-employed they take care of their own taxes and national insurance contributions

- **Billing is done through the app or website.**

- **Extra features**

- CuramMeet:
- Clients can do video or audio calls with potential PAs from the Curam app or website without exchanging contact details
- Family app: other family members can be kept in the loop on care arrangements
- Care notes: keep track of PA visits with the care notes feature
- PAYE employment option available for when you have found the perfect PA

As discussed [outside of your report to the councillors].

Our Proposal:

To work with you, signposting our services with E-leaflets or physical leaflets, attending your coffee mornings to help increase exposure of Curam and help local people access the care and support services they need, giving them the opportunity to exercise choice and control.

I have spoken to the team, and we would love to help contribute to Swindon Parish council community and pay per referral that comes from you signposting with posters/leaflets. These posters will have a unique QR code/ discount code which will determine the service users have signed up from your poster, for each transacting client we will pay the agreed amount towards the local community coffee mornings, trips out and support for carers you told me about.

Let me know your thoughts

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