

Personal Assistant Code of Conduct

This code of conduct is a tool to highlight the care standards expected of a Personal Assistant placed on the Personal Assistant register and standards that should be maintained to remain on the register.

Personal Assistants are responsible for ensuring that their conduct does not fall below the standards set out in this code and that they safeguard the wellbeing of clients. This document is not intended to replace any policies, job description or contracts of employment set by your employer.

The purpose of this code is to set down the conduct expected and to inform clients, employers, colleagues and the general public of the standards they can expect from their Personal Assistants.

The code is intended to complement rather than replace or duplicate existing employers' policies and it forms part of the wider package of legislation, requirements and guidance that relate to the employment of staff.

Personal Assistants must:

- Protect the rights and promote the interests of clients whilst adhering to equal opportunities. This includes respecting diversity and different cultures and values.
- Strive to establish the trust and confidence of clients and employers. This includes being honest, trustworthy, reliable and dependable whilst respecting sensitive and confidential information.
- Promote the independence of clients while protecting them as far as possible from danger or harm. This may involve bringing to the attention of the employer or Gloucestershire County Council , any difficulties that may get in the way of the delivery of safe care.
- Respect the rights of clients to protect and promote their health, wellbeing, independence, dignity and self determination whilst seeking to ensure their behaviour does not harm themselves or other people. This may involve following risk assessment policies and procedures within the care/support plan.
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills. This includes working in a lawful, safe and effective way, undertaking any training which is relevant to the post and updating training as necessary.

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- Recognise and work within their limits of competence and not take on tasks they do not feel competent to do.
- Honour work commitments, agreements and arrangements whilst ensuring flexibility to meet the client's care needs identified on their care/support plan.
- Comply fully with Criminal Records Bureau/Disclosure and Barring Service, noting that it is good practice to share the information with your potential employer on receipt of your disclosure.
- Ensure that a professional relationship is maintained whilst providing paid support to a client even if this is a family member.
- Be aware of Safeguarding issues. Any issues of abuse, actual or suspected, **must** be reported to the **Adults Helpdesk** on **01452 426868** or **Children's Helpdesk** on **01452 426565** or to the Police. Information can be found on the Gloucestershire County Council website:
Adults: www.gloucestershire.gov.uk/article/104986/Report-an-adult-at-risk
Children: www.gloucestershire.gov.uk/childrensocialcarereferral

Personal Assistants must not:

- Abuse, neglect or harm service users, carers or colleagues.
- Bring children or other dependents to the place of work as this may cause distraction and create a risk to health and safety.
- Form inappropriate personal relationships with the service user which would exceed boundaries of professionalism.
- Abuse the trust of service users, carers and employers or the access you have to personal information about them.
- Discuss other clients, colleagues or employers with the person you are supporting.
- Discriminate unlawfully or unjustifiably against service users, carers or colleagues.
- Accept gifts (including money) from clients, colleagues and employers.
- Withhold sensitive or confidential information which may put the client, carer, colleagues or employer at risk. Should such information be shared with you, you must follow Gloucestershire County Council's safeguarding policy (see above for contact information for adults and children).
- Discuss any information relating to their employer or employer's family members, with others, this also includes posting comments on social networking sites e.g. Facebook or Twitter.