

Code of Conduct

This Code of Conduct defines the guidelines and standards for Personal Assistants working in Derby City. These Standards have been designed as guidance so that Personal Assistants are equipped to deliver good quality services to Customers.

By observing this Code of Conduct you will be, in your role as a Personal Assistant, committed to:

- Operating fairly and providing a high standard of service at all times
- Upholding the spirit as well as the letter of this Code of Conduct
- Complying with all legislation that applies to activities whilst delivering services to Customers and only undertaking services that you are qualified, experienced and sufficiently competent to carry out.

Rights and Promotion of Customers Interests

As a Personal Assistant you should protect the rights and promote the interests of Customers. This includes:

- Treating each person as an individual
- Being accountable for your own actions
- Respecting and promoting the individual's views and wishes
- Supporting the individual's right to control their lives and make informed choices about the services they receive
- Promoting, respect and upholding the dignity and privacy of the individual
- Only communicating with relevant persons if the Customer has requested you to do so – any information given to other relevant parties should be a true account
- Promoting equal opportunities for the individual and respect diversity, different cultures and values
- Communicating in an open and effective way that promotes the health, safety and wellbeing of the customer

Confidentiality

As a Personal Assistant, you should strive to establish and maintain the trust and confidence of the individual you are supporting. This includes:

- Being honest and trustworthy
- Communicating in an appropriate, accurate, open and straightforward manner
- Respecting all confidential information
- Being reliable and dependable
- Honouring work commitments, agreements and arrangements – when it is not possible to do, explaining why

Independence

As a Personal Assistant, you should promote the independence of Customers whilst protecting them from as much harm or danger as possible. This includes:

- Promoting the independence of Customers and assisting them to understand and exercise their rights
- Reporting dangerous, abusive, discriminatory or exploitative behaviour/practice to the Derby City Council Safeguarding Team, who will refer the matter to an appropriate team manager in Social Care
- Helping the Customer to make complaints, taking complaints seriously and responding to them or passing them on to the appropriate person
- Recognising the power that comes with your job role as a Personal Assistant and to use this responsibly

Risk

As a Personal Assistant, you must respect the rights of Customers, whilst ensuring that their behaviour does not harm themselves or other people. This includes:

- Recognising that Customers have the right to take risks and helping them to identify and manage the potential and actual risks to themselves and others – this is known as “positive risk taking”
- Taking the required steps to minimise the risk of Customers from doing actual or potential harm to themselves or other people

You should not:

- Abuse, neglect or harm Customers, Carers or Colleagues in any way
- Exploit Customers, Carers or Colleagues in any way
- Abuse the trust of Customers and Carers
- Share Personal Information in a matter that would breach Data Protection Legislation
- Form inappropriate relationships with Customers
- Discriminate unlawfully or unjustifiability against Customers, Carers or Colleagues
- Condone any unlawful or unjustifiable behaviour by Customers, Carers or Colleagues
- Put yourself or other people at unnecessary risk
- Behave in a way (in or outside work) which would question your suitability to work as a Personal Assistant

You must notify us and your employer immediately if:

- You are subject to any criminal investigation
- You incur any driving penalties, or you are involved in a road traffic accident where you could be at fault
- You have any other information which may affect your ability or suitability to work as a Personal Assistant

We want to ensure that the Personal Assistant Register is an effective portal for Customers to find Personal Assistants to support them.

It is good practice to strive to improve the quality of care and support through continuing professional development. For more information:

<https://www.skillsforcare.org.uk/Learning-development/Learning-and-development.aspx>

If we are made aware that you are not adhering to the Code of Conduct, you may be removed from the PA Register.

Print Name:

Signature:

Date: