

Personal Assistant Register

CODE OF CONDUCT

Personal Assistants (person providing the support) 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 (person receiving the support). 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.

This Code of Conduct defines the requirements of Personal Assistants working within the Personal Assistant Register. These standards have been designed to ensure that Personal Assistants are equipped to deliver good quality services to clients. In complying with this Code of Conduct you will be committed to operating fairly and providing a high standard of service at all times. You agree to comply with the spirit as well as the letter of this Code of Conduct. Personal Assistants must comply with all legislation that applies to their activities whilst delivering services to Clients and undertake to only deliver services that they are qualified, experienced and sufficiently competent to carry out including Human Rights Act, Data Protection and Safeguarding.

Rights and Promotion of Service User's interests

As a Personal Assistant you must protect the rights and promote the interests of Clients, this includes:-

- Treating each person as an individual
- Being directly responsible to the individual that employs you
- Respecting and promoting the person's individual views and wishes
- Supporting the person's right to control their lives and make informed choices about the services they receive
- Respecting and maintaining the dignity and privacy of the person
- Promoting equal opportunities for the person and respecting diversity and different cultures and values
- Being accountable for your actions or omissions

Confidentiality

As a Personal Assistant, you must strive to establish and maintain the trust and confidence of the person you are assisting. This includes:-

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

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Independence

As a Personal Assistant, you must promote the independence of Clients while protecting them as far as possible from danger or harm. This includes:-

- Promoting the independence of Clients and assisting them to understand and exercise their rights
- Reporting dangerous, abusive, discriminatory or exploitative behaviour and practice to the Peterborough City Council Safeguarding Team who will refer the matter to the appropriate team manager in Social Care

Risk

As a Personal Assistant, you must respect the rights of Clients while seeking to ensure that their behaviour does not harm themselves or other people. This includes:-

- Recognising that clients have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others
- Taking necessary steps to minimise the risks of service users from doing actual or potential harm to themselves or other people

In particular you must not:

- Abuse, neglect or harm Clients, Carers or Colleagues
- Exploit Clients, Carers or Colleagues in any way
- Abuse the trust of Clients and Carers or the access you have to personal information about them or to their property, home or workplace
- Share personal Clients information inappropriately in a manner that would breach Data Protection legislation
- Form inappropriate personal relationships with Clients
- Discriminate unlawfully or unjustifiably against Clients, Carers or Colleagues
- Condone any unlawful or unjustifiable discrimination by Clients, Carers or Colleagues
- Put yourself or other people at unnecessary risk; OR
- Behave in a way, in work or outside work, which would call into question your suitability to work as a Personal Assistant.

You must notify us immediately if:

- You are the subject of any criminal investigation
- You incur any driving penalties or you are involved in a road traffic accident where you are the driver and could be at fault
- Your circumstances change and you are no longer available to work the hours stated on your website entry
- You have any other information which may affect your ability or suitability to work as a Personal Assistant

I hereby sign that I have read and understood the contents of this agreement.

Personal Assistant Name:.....

Signature:..... Date: