

Personal Assistant Code of Conduct

This code of conduct is a tool to clarify the care standards and quality expected of a Personal Assistant working with Flintshire citizens funded via Flintshire County Council's direct payments scheme.

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 direct payment recipients.

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 direct payment recipients, 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 direct payment recipients whilst adhering to equal opportunities. This includes respecting diversity and different cultures and values.
- Strive to establish the trust and confidence of direct payment recipients and their support networks. This includes being honest, trustworthy, reliable and dependable whilst respecting sensitive and confidential information.
- Promote the independence of direct payment recipients while protecting them as far as possible from danger or harm. This may involve bringing to the attention of the employer or Flintshire County Council Social Services Department, any difficulties that may get in the way of the delivery of safe care.

- Respect the rights of direct payment recipients 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 will involve following risk assessment policies, protocols 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.
- 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 direct payment recipient's care needs identified on their care/support plan.
- Comply fully with Disclosure and Barring Service policy and inform Flintshire County Council Direct Payment Support Service immediately if there are any changes to their DBS status
- Register with the Disclosure and Baring Service Update Service
- Ensure that a professional relationship is maintained whilst providing paid support to a direct payment recipient even if this is a family member.
- Be aware of Safeguarding issues. Any issues of abuse, actual or suspected, must be reported to Flintshire County Council Safeguarding Team or to the Police
 - Concerns about an Adult (18+) should be reported to Flintshire County Council Safeguarding Team by telephoning 01352 803444 or out of office hours the Emergency Duty Team on 0345 053 3116
 - Concerns about a child or young person (0-17 years) should be reported to Children and Young People Services by telephoning 01352 701000 or out of office hours the Emergency Duty Team on 0345 053 116.

Personal Assistants must not:

- Abuse, neglect or harm service users, carers or colleagues or any other member of the public.
- 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 direct payment recipient or their family which would exceed boundaries of professionalism
- Abuse the trust of direct payment recipients, carers and/or their family or the access you have to personal information about them
- Discuss other direct payment recipients, colleagues or employers with the person you are supporting
- Discriminate unlawfully or unjustifiably against service users, carers or colleagues.
- Accept gifts (including money) from direct payment recipients, colleagues and employers.
- Withhold sensitive or confidential information which may put the direct payment recipient, carer, colleagues or employer at risk. Should such information be shared with you, you must inform the relevant Flintshire County Council Safeguarding Team.
- 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.