

Support with Confidence

Code of Conduct



BARNSELY
Metropolitan Borough Council



Support with
Confidence
Barnsley Metropolitan Borough Council

Code of Conduct

This Code of Conduct defines the minimum standards required of Approved Personal Assistants working within the Support with Confidence Scheme.

These minimum standards have been designed to ensure that Personal Assistants are equipped to deliver good Client services. 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.



Rights and Promotion of Service User's interests

As an Approved Personal Assistant you must protect the rights and promote the interests of service users, this includes:

- Treat each person as an individual
- 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.

Confidentiality

As an Approved 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

Independence

As an Approved 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 Safeguarding Adults Officer at Oxfordshire County Council
- Helping Clients and Carers to make complaints, taking complaints seriously and responding to them or passing them to the appropriate person
- Recognising and using responsibly the power that comes from your work with service users and Carers

Risk

As an Approved 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 service users 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 service users, Carers or colleagues
- Exploit service users, Carers or colleagues in any way
- Abuse the trust of service users and Carers or the access you have to personal information about them or to their property, home or workplace
- Share personal service users information inappropriately in a manner that would breach Data Protection legislation
- Form inappropriate personal relationships with service users
- Discriminate unlawfully or unjustifiably against service users, Carers or colleagues
- Condone any unlawful or unjustifiable discrimination by service users, 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 as Approved by Barnsley Metropolitan Borough Council.



Contact us

Please contact the Support with Confidence Team if you have comments, compliments or complaints about any of our activities.

Write to the team:

Support with Confidence

Self-Directed Support Team

PO Box 679

Barnsley

S70 9JE

Tel: 01226 772425

Fax: 01226 772114

Email: supportwithconfidence@barnsley.gov.uk



Alternative formats of this publication can be made available. These include other languages, large print, Braille, Easy Read, audiocassette, computer disc or email. Please telephone 0845 050 7666.

This information was published in December 2009 and is scheduled for review in December 2011.