



Code of Conduct for Personal Assistants

1. Protect the rights and promote the interests of your employer and carers

This includes respecting diversity, as well as different cultures and values.

2. Strive to establish and maintain the trust and confidence of your employer and carers

Being honest, trustworthy, reliable and dependable is essential. You must respect sensitive and confidential information. Absolute confidentiality is essential at all times, even when not at work.

2. Aim to be reliable and punctual providing in your role

If for any reason you are not able to attend work, you will need to arrange alternative cover and you must give your employer as much notice as possible. If you are working on a self-employed basis it is your responsibility to find holiday and sickness cover- It is vital that the person you are supporting is not left without care.

3. Promote the independence of your employer while protecting them from danger or harm as far as possible

This may involve bringing to the attention of your employer, or Adult Social Care Services, any difficulties that may get in the way of the delivery of safe care.

4. Respect the rights of your employer whilst seeking to ensure that their behaviour does not harm themselves or other people

Your employer has the right to protect and promote their health, wellbeing, independence and dignity, while at the same time not putting themselves or other people in harm's way. You may need to be aware of risk assessment policies and procedures within the care or support plan if applicable.

5. Be accountable for the quality of your work and taking responsibility for maintaining and improving your knowledge and skills

This includes working in a lawful, safe and effective way. You need to undertake any training which is relevant to the post and update training as necessary.

What would be regarded as unacceptable conduct? Putting someone at risk of harm

This includes:

- Abusing, neglecting or harming your employer or any service user, carer or colleague
- Discriminating unlawfully or unjustifiably against your employer or any service user, carer or colleague
- Abusing the trust of your employer, other service users or carers, or abuse the access you have to personal information about them
- Failing to provide support, by not turning up at the agreed times, not arranging alternative cover with periods of absence and sickness. It is advisable when you commence employment, that a second PA is in place to cover periods of absence.

Breaching confidentiality

This includes:

Discussing information relating to your employer or their family members with others (through any means of communication, including posting comments on social media like Facebook or Twitter)

- Having access to or knowledge of your employer's PIN numbers, bank and credit cards or internet passwords
- Disclosing anything to anybody regarding your employer without their approval

Inappropriate relationships

This includes:

- Forming inappropriate personal relationships with your employer
- Accepting gifts or money (other than wages) from your employer
- Agreeing to look after valuable items belonging to your employer

Inappropriate behaviour at your place of work

This includes:

- Bringing children or anyone else (or pets) to the place of work

- Smoking whilst working (including e-cigarettes and vaping), even if your employer invites you to
- Consuming alcohol before or during work, even if your duties require you to accompany your employer to licensed premises (restaurant, bar, etc.)
- Using any illegal substances or engaging in illegal behaviours
- Using any personal items belonging to your employer that are not required to carry out your duties
- Using any inappropriate behaviour at work, including abusive language and foul language

Breaching your employment contract

You should adhere to all contract terms. Questions about your employment should only be raised with your employer in the first instance

If you wish to cease your employment, ensure there is at least a 1 week notice period

Personal presentation and appearance guidelines

These guidelines are essential to ensure your safety as well as your employer's safety. Following them also ensures good hygiene and shows good infection control practice.

Hygiene and appropriate clothing

- A high standard of personal hygiene is essential at all times
- Clean, suitable and practical clothes should be worn
- Hair should be tied back away from the face
- Wear sensible shoes
- Keep nails clean and short

What to avoid for Health and Safety reasons

- Avoid flip-flops or open-toed shoes
- Do not wear excessive jewellery or piercings as it could be caught in any machinery and cause injury to yourself or your employer
- Avoid nail extensions and false nails

Other things to keep in mind

- Excessive use of toiletries (including perfumes, aftershaves) can be offensive to others and even detrimental to people with certain health conditions. Be aware of this and double check with your employer if in doubt.

- Working excessive hours can impact on the way you carry out your daily tasks and possibly effect individual that you are supporting, you have a duty of care to the individual that you are supporting to provide the appropriate level of care and support, therefore please ensure your working hours are in line with government guidelines and the “working time directive” if this applies

This code of conduct is for guidance only and common sense should apply at all times. If there is anything you are unsure of, check with your employer or put yourself in your employer’s position and ask yourself ‘Would this be considered acceptable?’ If still in doubt – don’t!

To find out more about the **Isle of Wight Council (IWC)** and their codes of practice please contact the PA Market team pa.market@iow.gov.uk

PA Name:

Signed:.....

Date: