
Personal Assistant Code of Professional Conduct



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 & support.
- 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.
- Support your employer to develop and maintain a safe working environment and adopt safe working practices in line with relevant training, risk assessments, protocols, professional guidance, policies, and procedures identified and/or shared with you.

- 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.
- Complete initial mandatory training and any further training required for the post as directed by your employer and ensure that training is refreshed as and when required and take personal responsibility for ongoing personal development.
- Recognise and work within their limits of competence and not take on tasks they do not feel competent or confident to do.
- Honour work commitments, agreements and arrangements whilst ensuring flexibility to meet the direct payment recipient's care & support needs identified on their care/support plan.
- Fully comply with Disclosure and Barring Service policy and inform their employer of any changes immediately.
- 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 (See Safeguarding section below).

Personal Assistants must not:

- Behave in a way that places the Health and Safety of themselves, their employer or the wider general public at risk.
- Abuse, neglect or harm a direct payment recipient, carer, colleague or member of the public.
- Bring children or other dependents to their place of work as this may cause distraction and create risks 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 the direct payment recipient, carer or family member or the access you have to their personal information.
- Discuss other direct payment recipients, colleagues or employers with the person you are supporting.
- Discriminate unlawfully or unjustifiably against the person they are working with, carers or colleagues.
- Accept gifts (including money) from direct payment recipients, colleagues, or employers.
- Withhold sensitive or confidential information which may put the direct payment recipient, carer, colleague, or employer at risk. If any information such as this is shared with you, you are duly responsible for reporting this to the Safeguarding Department at Flintshire County Council (see Safeguarding section below);
- Discuss any information relating to your employer or employer's family members with others, this includes posting comments on social media etc.

I hereby sign that I have read and understood the contents of this Code of Professional Practice and agree to abide by it.

Name

Address

Post code

Signature

Date

I agree to my information being shared with and safely stored by Flintshire County Council for work purposes and to provide opportunities for training and personal development only.

Your consent to share personal information is entirely voluntary and you may withdraw your consent at any time. Should you have any questions or wish to withdraw your consent at any time please contact the Flintshire Direct Payments Support Service.

Yes No