



Code of Conduct for Personal Assistants



Who is this document for?

This Code of Conduct for Personal Assistants is intended for people who work in a paid support or caring role – especially for those who may be new to the care industry. In this document, the supported person is referred to as ‘your employer’.

It is meant to provide guidance and highlight the care standards expected of a Personal Assistant. It is not intended to replace any policies, job description or contracts of employment sent by your employer.



Values and principles

As a Personal Assistant, there are some values of principles that are good for you to keep in mind at all times.

The following have been set out by the Scottish Social Services Council (SSSC). You are not required to register with the SSSC but it is useful to be aware of the principles they promote:

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.

If for any reason you are not able to attend work please give your employer as much notice as possible so they can arrange alternative cover.

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

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 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.



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.

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!



Aberdeen City Health & Social Care Partnership
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Useful links

To find out more about the **Scottish Social Services Council (SSSC)** and their codes of practice:

<http://www.sssc.uk.com/about-the-sssc#codes-of-practice>

To access **information and advice** developed for Personal Assistants:

<http://www.panetworkscotland.org.uk/>

To know how to report an **Adult Support and Protection** concern:

http://www.aberdeencity.gov.uk/social_care_health/community_care/care_vulnerable_adults.asp