

Assured Care and Support Code of conduct

As a member of the Assured Care and Support scheme I promise to follow these standards, to abide by the Terms and Conditions of the scheme, and comply with all legislation that applies to my work. I will comply with the spirit as well as the letter of this Code of Conduct in everything I do.

I will only carry out the duties for which I am qualified, experienced and competent.

I will operate fairly and provide a high standard of service at all times.

These are my minimum standards

The rights of my clients

I will protect the rights and promote the interests of my clients. This includes:

- Treating each person as an individual by 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.
- Being open to their feedback about the quality of my work, and change the way I deliver my services to them if necessary.
- Preventing abuse, neglect, exploitation or harm to my clients.

Equalities

I am committed to equality of opportunity and will treat everyone with respect regardless of race, disability, gender, age or sexual orientation. In particular, I will not:

- Discriminate unlawfully or unjustifiably against clients, carers or colleagues.
- Condone any unlawful or unjustifiable discrimination by clients, carers or colleagues.

Trust and confidentiality

I will strive to establish and maintain the trust and confidence of my clients. In particular, I will not:

- Abuse their trust, or the access I have to personal information about them, or to their property, home or workplace.
- Share their personal information inappropriately, or in a way that would breach Data Protection legislation.
- Form inappropriate personal relationships with clients.

Independence

I will promote the independence of my clients while protecting them as far as possible from danger or harm. This includes:

- Helping clients to stay as independent as possible and to understand and exercise their rights.
- Recognising my clients' capacity to make complex decisions may vary, and therefore consulting with others as necessary.
- Helping my clients to make complaints, taking their complaints seriously, and responding to them in line with my Complaints Procedure.
- Recognising and using responsibly the power that comes from my work with my clients.

Risk

I will respect the rights of clients, while trying to make sure that their behaviour does not harm themselves or other people. This includes:

- Not putting myself or other people at unnecessary risk.
- Not behaving in a way, in work or outside work, which would call into question my suitability to work as a member of the Assured Care and Support scheme.
- Recognising that service users have the right to take risks, and helping them to identify and minimise potential and actual risks to themselves and others.
- In cases of harm to the client or others, reporting dangerous, abusive, discriminatory or exploitative behaviour and practice to the local Safeguarding Teams.



Personal Standards

As a member of the Assured Care and Support scheme, I will be:

- Reliable and dependable.
- Honest and trustworthy.
- Able to accept responsibility.
- Able to work on my own and use my initiative.
- Able to communicate in an appropriate, open, accurate and straightforward way.
- Willing to respond fully, swiftly and truthfully to our reasonable requests for information.
- Patient and flexible.
- Able to assess and react calmly in emergency situations.
- Able to honour work commitments and arrangements, and when it is not possible to do so, explain why.

Questions and enquiries

Please don't hesitate to contact the Assured Care and Support team if you have comments about any aspects of the scheme. You can contact us by:

Telephone: **01635 503487**

Email: assuredcareandsupport@westberks.gov.uk

Write to us:

**Assured Care and Support
Public Protection Partnership,
West Berkshire Council,
Council Offices, Market Street,
Newbury RG14 5LD**

Visit our website:

[www.publicprotectionpartnership.org.uk/
assured-care-and-support](http://www.publicprotectionpartnership.org.uk/assured-care-and-support)

We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call the Assured Care and Support Team on Telephone **01635 503487**