

Executive Summary of the Code of Conduct for Personal Assistants Engaged by Each Life Ltd:

Each Life Statement

Each Life provides services in accordance with the Health and Social Care Act 2008, through the introductions of self-employed Personal Assistants to clients requiring Live-In support. Each life requires all Personal Assistants to deliver services in accordance with standards that govern our services. This includes but is not limited to; National Service Frameworks, Guidance Documents issues by the Department of Health or other related Government depts., professional standards issued by regulatory bodies. Personal Assistants are expected to familiarise themselves with all such standards that affect the services to the individual client. (e.g. National Service Framework, for children, young people and maternity services (DH & Department for education and skills, 2004). Living well with dementia: A National Dementia Strategy (DH2009). Valuing People Now: a new 3 year strategy for people with learning disabilities - Making it happen for everyone - (HM Government 2009)

Personal assistants make a valuable and important contribution to the delivery of high quality **care and support**. Following the guidance statements set out in the Code of Conduct provides the reassurance that they are delivering safe and **compassionate** services of a high standard, and the confidence to challenge others who are not. The Code will also tell the public and people who use care services exactly what they should expect from Personal Assistants in England. At all times whilst providing the services personal assistants will comply with the regulations laid down in the Health and Social Care Act 2008. A copy of the Health and Safety Act 2008 can be found on www.gov.uk

Purpose

This Code is based on the principles of protecting our Clients by promoting best practice. It will ensure that you are 'working to standard', providing high quality, **compassionate** Services, **care and support**.

The Code describes the standards of conduct, behaviour and attitude that the public and people who use our services should expect. Personal assistants are responsible for, and have a duty of care to ensure that their conduct does not fall below the standards detailed in the Code. Nothing they do, or **omit** to do, should harm the safety and **wellbeing** of our Clients, and the public.

The Code of Conduct forms an integral part of the Contract for Services under which they will provide the services to our Clients. Personal assistants must comply with this Code of Conduct. It should be noted that a serious breach in this Code may result in a breach of the contract for services and could result in immediate termination of services.

Code of Conduct

All personal assistants engaged by Each Life MUST:

- Be **accountable** by making sure they can answer for their actions or **omissions**
- **Promote** and **uphold** the privacy, **dignity, rights**, health and **wellbeing** of the Clients who use the Services.
- Where applicable work in **collaboration** with their colleagues to ensure the delivery of high quality, safe and compassionate Services are provided.
- Communicate in an open, and **effective** way to promote the health, safety and wellbeing of people who use the Services.
- Respect a person's right to confidentiality.
- Strive to improve the quality of services, care and support through **continuing professional development**.
- Uphold and promote equality, **diversity** and inclusion.
- Provide the services in a manner that promotes and demonstrates the ethos and values of Each Life.
- Provide the services in accordance with Each Life Policies.
- Maintain personal hygiene standards and dress in a respectful and appropriate manner.
- Maintain health and safety in the working environment, bringing attention to Each Life any risks to the client, self or others.
- Not to behave in such a way that could bring Each Life into disrepute.
- Perform the services and conducting themselves to maintain the **Essential Standards of Quality and Safety**.
- Recognise they are in a privileged position providing services to children and/or vulnerable adults, as such use best endeavours to protect clients from abuse and take all necessary actions in accordance with Each Life's Safeguarding Children and Vulnerable Adults Policy.

The Each Life Ltd Code of Conduct was adapted from original work developed by Skills for Care and published online at: <http://www.skillsforcare.org.uk/codeofconductandtrainingstandards/>