

# 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](mailto: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**