

August 2017

Code of Conduct for Workers Policy

Live  Care

Date Written	01.08.2017
Author(s)	Registered manager
Version	2.0
Date Signed Off	10/08/2017
Reviewed by	

Unit 1 Chandos House,
Hankridge Way,
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Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	01.08.2017
Registered manager	Registered Manager	RA	06.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	01.08.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 12: Safe care and treatment	Staff must only work within the scope of their qualifications, competence, skills and experience.
Regulation 19: Fit and proper persons employed	Persons employed must be of good character and have the qualifications, competence, skills and experience which are necessary for the work to be performed by them.

Key Lines of Enquiry

KLOE	How this applies to Code of Conduct
Safe	Adhering to codes of conduct in a professional manner supports the safety of the service as all staff members assume personal responsibility, with a willingness to raise concerns.
Caring	The provision of a caring service is at the heart of our code of conduct, with staff expected to adopt a caring approach and respect privacy and dignity.
Responsive	Codes of conduct promote a person centred approach which values the individuality of each Client.

Related Documents

This policy should be read in conjunction with our:

- **Delayed Attendance Policy**
- **Disciplinary and Grievance Procedures**
- **Duty of Candour Policy**

Policy Statement

Policy Aims

- This policy sets out the values, principles and policies underpinning Living Carers Ltd.'s approach to Code of Conduct for all Care workers with Living Carers Ltd.
- It details values and standards that should underpin all that we do in our daily working lives and behaviours that are considered acceptable and unacceptable.
- It is written as a set of general principles and standards rather than detailed prescriptions. Our Code of Conduct has been designed to supplement rather than replace the professional standards and Codes of Conduct of the professions to which you belong.

Your Responsibility

All Care workers:

- Will be asked to read the Code of Conduct and highlight any issues they are unsure about for discussion with a member of Living Carers Ltd;
- Have a responsibility to ensure that their behaviour is consistent with the Code of Conduct and other relevant policies and guidelines;
- Have a responsibility to take appropriate action when they directly experience or observe behaviour, which they consider to be inappropriate.

Such action may include: -

- i) Keeping a factual record of the incident (for example, the date, time, nature of behaviour, what was said, witnesses, etc.) and report to their own line manager on site or to a member of Living Carers Ltd;
- ii) Advising the person responsible for the behaviour that their behaviour is inappropriate or unacceptable and ask them to stop behaving in that way. This action should only be taken if the staff member is comfortable with interacting directly with the person responsible for the behaviour. This could solve the problem, particularly if the person responsible for the behaviour is unaware of their behaviour or the way it affects others;
- iii) Reporting the behaviour to the relevant line manager or another senior member of staff.

*If staff are unsure about any aspects of what is inappropriate behaviour they should ask for clarification from their line manager on site or a member of Living Carers Ltd.

All staff will be asked to acknowledge that they have read and understood the Code of Conduct. This will be either by hard copy signature, electronically or via a member of Living Carers Ltd.

Living Carers Ltd Staff will ensure that:

- Care workers have access to copies of the Code of Conduct and other relevant documents and policies;
- The requirements of the Code of Conduct are reflected in the day-to-day management of Care workers;
- They should use the annual development review and team meetings to discuss behaviour expectations;
- The Code of Conduct will be reviewed annually as part of the appraisal process;
- They provide constructive feedback to Care workers about their behaviour;
- Take all necessary steps to resolve any conflicts that arise in the workplace;
- They appropriately deal with staff who do not meet the expected performance or behaviour standards using the most appropriate policy;
- They support staff who disclose information regarding the conduct of others;

They have the necessary knowledge and skills to undertake these discussions with Care workers and to take appropriate action if required.

Discrimination

The Equality Act 2010 makes it unlawful to discriminate against someone because of one or more protected characteristics. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, ethnicity, religion or belief, sex and sexual orientation. See also Equality and Diversity Policy.

Guidance on your rights and responsibilities under discrimination law can be found on the ACAS website www.acas.org.uk, the website for the Commission on Equality and Human rights at www.equalityhumanrights.com and the Government Equalities Office at:
<https://www.gov.uk/government/organisations/government-equalities-office>

Reputation

Care workers are ambassadors of Living Carers Ltd and must not say or do anything which may harm our reputation.

Own Duties

Care workers must never attempt to perform any duties of care or otherwise that may fall outside of their expertise and / or qualifications.

Confidentiality

Care workers will at times become privy to information concerning a client or Client, this information must be treated with respect and remain confidential at all times. At no time may any Care worker discuss the confidential affairs of Living Carers Ltd; a client; or a Client without specific written permission to do so. The only exceptions to this requirement are cases where the law dictates otherwise or if silence may negatively affect a Client's wellbeing.

Dignity

Care workers must not do or say anything that may put the dignity or health of their Clients at risk.

Professionalism

Care workers must at all times remain professional whilst on assignment, even if regular contact with Clients or other workers may engender personal relationships. Workers must take specific care to keep the professional nature of the relationships intact in the working environment.

Keep Updated

Care workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

Respect

Care workers must always respect the working practices and demands of Clients unless unreasonable, or if a working practice may breach health & safety.

Keep to Plan

Care workers must always, whenever applicable, keep to the requirements of an individual care plan or care service plan and/or any other agreed role requirement.

Best Interests

Care workers must always act with the best interests of the Client in mind.

Notifications

Care workers should always in the first instance notify the manager of the Institution where they are working, of any concerns, followed by a telephone call to Living Carers Ltd.

Own Decisions

Care workers must always allow the Client to make the decisions about what is best for them. This includes decisions about treatment and personal affairs.

Complaints

Living Carers Ltd has a detailed policy on how to report complaints, in the event of a complaint that may affect your duties and obligations please refer to our policy and notify us immediately. See also Complaints Policy.

Legacy

- All care workers **MUST NOT** become involved in any way in the making of Clients' wills or the bequeathing of Clients' estates.
- Care workers must not act as a witness and executor in any Client's estate.
- To breach the above is a disciplinary matter and will be dealt with in accordance with Living Carers Ltd's Disciplinary Procedure.
- Care workers may assist the Client when a Client has no other representatives such as family, advocate or friends that will help to assist the Client. Care workers may assist the Client to contact an advocate, solicitor or Citizens Bureau or do so on the Client's behalf.
- All staff members must report any knowledge of the Client appointing them as an executor of the Client's estate immediately by making a record in the Client's file and advising the Registered Manager.
- If, however if a care worker has been appointed as executor with no prior knowledge, it must be reported immediately to the Registered Manager.

Expected Behaviour

Respect and Dignity

I will demonstrate my commitment to showing ‘respect and dignity’ by:

- Using English when on duty unless asked to communicate in a Client’s preferred language;
- Being friendly and polite to all Clients, family members, visitors or colleagues;
- Promptly acknowledging an individual’s presence with a nod, smile or eye contact (this will convey to those that cannot be seen immediately that they have not been ignored) and offer to help;
- Saying sorry for my mistakes and putting things right;

I will not:

- Speak in front of Clients as though they were not there;
- Display discourteous behaviour towards Clients, family members, visitors, volunteers and colleagues;
- Swear or use demeaning humour to/or in the presence of Clients, family members, visitors or colleagues;
- Display socially unacceptable standards.



Compassion

I will demonstrate my commitment to 'compassion' by:

- Explaining procedures, processes and policies, within my scope of practice, to Clients and family members;
- Answering concerns raised by Clients and relatives in a professional and informative manner;
- Taking responsibility for doing my job with integrity and in an ethical manner;
- Treating people in a kindly and friendly manner.

I will not:

- Ignore Clients or treat them as they were an inconvenience.

Everyone Counts

I will demonstrate my commitment to 'everyone counts' by:

- Actively listening to staff, colleagues and Clients;
- Being respectful and acknowledging the contribution that all colleagues make;
- Recognising and welcoming the diversity of staff and colleagues, and working with them to overcome challenges.

I will not:

- Bully or harass any Client, family member, visitor or colleague.

Quality of care/service

I will demonstrate my commitment to 'quality of care/service' by:

- Putting myself in the 'Clients'/colleagues shoes' – treating people as they would like to be treated;
- Performing my work to the best of my ability, striving to continuously improve the quality of my work;
- Resolving any issues that arise in a positive way;
- Utilising Clients' property and resources efficiently;
- Completing my mandatory training within the agreed timeframe;
- Working with my appraiser to ensure that have met reregistration/revalidation requirements;
- Taking ownership of my professional development.

Working Together for Clients

I will demonstrate my commitment to 'working together for patients' by:

- Arriving with enough time to ensure I am ready to start work at my scheduled time;
- Ensuring I stay the duration of my scheduled shift;
- Maintaining a safe work area;
- Notifying my manager of any hazard, injury, equipment problem or potential safety problem;
- Working co-operatively with colleagues and respond positively to reasonable requests for services;
- Arriving on time and preparing for meetings, appointments and training sessions;
- Protecting the property of the Client, and that entrusted to me by patients, families, and others against loss, theft, or abuse.

I will not:

- Arrive late for my shift but if that does occur I will contact my manager;
- Raise my voice at Clients or colleagues unless in an emergency situation.

Improving Lives

I will demonstrate my commitment to 'improving lives' by:

- Introducing myself and my position to Clients, family members and colleagues, and wearing my identification badge with the photograph displayed;
- Handling conflict promptly, appropriately and in the correct environment;

I will not:

- Jeopardise the safe care of Clients in any way;

Key Points to Take Away

- All care workers will be asked to read the Code of Conduct and highlight any issues they are unsure about for discussion with a member of Living Carers Ltd;
- All staff will be asked to acknowledge that they have read and understood the Code of Conduct. This will be either by hard copy signature, electronically or via a member of Living Carers Ltd.

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Registered Manager

06.12.2017