

# Code of Practice

## Purbeck View School

Policy Author	Shilleen Freeth
Approval Date	June 2020
Next Review Date	June 2022
Version No	5
Policy Level	Group
Staff Groups Affected	All staff


### Contents

1. Monitoring and Review .....	1
2. Terminology .....	2
3. Introduction .....	2
4. Purpose.....	3
5. Policy.....	4
6. Code of Practice for Social care Workers (HCPC) .....	5
7. Code of Conduct for Healthcare support workers and Adult Social Care workers .....	7
8. Code of Practice for Social care workers, Social Care Wales .....	10
9. Codes of Practice for Social service workers, Scottish Social Services Council .....	13
10. Standard Forms, Letters and Relevant Documents .....	15

## 1. Monitoring and Review

- 1.1. The Proprietor will undertake a formal review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date of approval shown above, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practise guidelines so require.
- 1.2. The local content of this document will be subject to continuous monitoring, refinement and audit by the Head of Service.

Signed:



John Ivers  
Proprietor, Cambian Group  
Date 26/06/2020



Paul Kniveton  
Head of School  
February 2021

## 2. Terminology

2.1. Our aim is to use consistent terminology throughout this policy and all supporting documentation as follows:

<b>'Establishment' or 'Location'</b>	This is a generic term which means the Children's Home/school/college. Purbeck View School is a school and home.
<b>Individual</b>	Means any child or young person under the age of 18 or young adult between the ages of 18 and 25. At Purbeck View School we have children and young people attending and/or residing between the ages of 7 – 19.
<b>Service Head</b>	This is the senior person with overall responsibility for the school and home. At Purbeck View School this is the Head of School who is Paul Kniveton and the Registered Manager, Melanie Micklewright.
<b>Key Worker</b>	Members of staff that have special responsibility for Individuals residing at or attending the Establishment.
<b>Parent, Carer, Guardian</b>	means parent or person with Parental Responsibility
<b>Regulatory Authority</b>	Regulatory Authority is the generic term used in this policy to describe the independent regulatory body responsible for inspecting and regulating services. At Purbeck View School this is Ofsted.
<b>Social Worker</b>	This means the worker allocated to the child/family. If there is no allocated worker, the Duty Social Worker or Team Manager is responsible.
<b>Placing Authority</b>	Placing Authority means the local authority/agency responsible for placing the child or commissioning the service
<b>Staff</b>	Means full or part-time employees of Cambian, agency workers, bank workers, contract workers and volunteers.

## 3. Introduction

- 3.1. This policy deals with the standards expected of Cambian Group employees in their professional relationship with individuals in our care, other employees and associates of The Cambian Group.
- 3.2. It applies to all staff in our locations as well as being engaged in offsite activities.
- 3.3. Make sure you are familiar with the detail and what is expected of you under this and all Cambian Policy's.
- 3.4. Failure to comply with this policy may lead to formal disciplinary action in line with our disciplinary process.

## 4. Purpose

- 4.1. To provide a list of statements that describe the standards of professional conduct and practice required for employees who are in direct contact with the Individuals in our Care. Whilst this document covers a number of key issues, it is not exhaustive and employees are expected to conduct themselves professionally and appropriately at all times and adhere to local guidelines and directives as well as those highlighted within this document.
- 4.2. To embody The Company's guiding principles and our commitment to compliance of legislation, regulatory requirements, other practice guidance and maintaining best practice for all individuals in our Care.
- 4.3. To protect individuals in our care by promoting best practice.
- 4.4. To give reassurance that staff are providing safe and compassionate care of a high standard, and the confidence to challenge others who are not, ensuring that nothing that staff do or omit to do, should harm the safety and wellbeing of Individuals in our Care.
- 4.5. To provide information to individuals outlining professional expectations of Cambian employees.
- 4.6. To strive to support Individuals in our Care with the least restrictive practice in line with positive behavioural support and The Mental Capacity Act 2005, Liberty Protection Safeguards (LPS), to ensure their self-determined rights as

individuals. The act is designed to protect and empower those who *may* lack the capacity to make their own decisions about their care and treatment and applies to individuals aged 16 or over.

- 4.7. The Mental Capacity Act (2005) states that you should;
- 4.7.1. Assume a person has capacity to make a decision themselves, unless it is proved otherwise;
  - 4.7.2. wherever possible, help people to make their own decisions;
  - 4.7.3. don't treat a person as lacking the capacity to make a decision just because they make an unwise decision;
  - 4.7.4. If you make a decision for someone who doesn't have the capacity, it must be in their best interests; and
  - 4.7.5. treatment and care provided to someone who lacks capacity should be the least restrictive of their basic rights and freedoms.

## 5. Policy

- 5.1. Employee's must be aware that it is their responsibility to comply with all legislative and regulatory requirements relative to their job role.
- 5.2. Cambian encourage employee's in all establishments to achieve and maintain the highest possible standards of care for Individuals in our care.
- 5.3. All employees shall be made aware of, and have access to the Code of Practice.
- 5.4. The guidance and details of the Code of Practice shall be covered in all induction programmes.
- 5.5. All Individuals in our care, carers, placing authorities and regulatory bodies shall be made aware of this Code of Practice and copies will be made available on request.
- 5.6. Reference has been made to;
- The Code of Practice for Social Care Workers issued by the HCPC (Health and Care Professions Council);**
  - The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England issued by Skills for Care;**
  - The Code of Practice for Social Care Workers issued by The Care Council for Wales.**
  - The Codes of Practice for Social service Workers and Employers issued by The Scottish Social Services Council**
- 5.7. At any time if the individual is not happy with the approach, process or employees/other individuals they have the opportunity to either complete a complaint leaflet which is available in all locations on display or follow the Cambian Complaints Procedure and/or use the Whistle Blowing procedure which is also on display in all locations. When individuals join the location, they are made aware of this and this is reiterated in individual local meetings. Sites must make sure that Individuals are provided with accessible resources to allow them to participate fully in the complaints process.
- 5.8. The NYAS Independent Visitor and Advocate are also further options provided by Cambian should the Individual want to pursue this.
- 5.9. Employees must notify their manager immediately, if they are notified that they are the subject of an investigation for, or have been found guilty of professional misconduct by a relevant professional body, or subject to any sanction.

## 6. Code of Practice for Social care workers (HCPC)

You should be accountable by making sure you can answer for your own actions and omissions.

### 6.1. Promote and protect the interests of service users and carers;

- 6.1.1. You must treat service users and carers as individuals, respecting their privacy and dignity.
- 6.1.2. You must work in partnership with service users and carers, involving them, where appropriate, in decisions about the care, treatment or other services to be provided.
- 6.1.3. You must encourage and help service users, where appropriate, to maintain their own health and well-being, and support them so they can make informed decisions.
- 6.1.4. You must make sure that you have consent from service users or other appropriate authority before you provide care, treatment or other services.
- 6.1.5. You must not discriminate against service users, carers or colleagues by allowing your personal views to affect your professional relationships or the care, treatment or other services that you provide.
- 6.1.6. You must challenge colleagues if you think that they have discriminated against, or are discriminating against, service users, carers and colleagues.
- 6.1.7. You must keep your relationships with service users and carers professional.

### 6.2. Communicate appropriately and effectively;

- 6.2.1. You must be polite and considerate.
- 6.2.2. You must listen to service users and carers and take account of their needs and wishes.
- 6.2.3. You must give service users and carers the information they want or need, in a way they can understand.
- 6.2.4. You must make sure that, where possible, arrangements are made to meet service users' and carers' language and communication needs.
- 6.2.5. You must work in partnership with colleagues, sharing your skills, knowledge and experience where appropriate, for the benefit of service users and carers.
- 6.2.6. You must share relevant information, where appropriate, with colleagues involved in the care, treatment or other services provided to a service user.
- 6.2.7. You must use all forms of communication appropriately and responsibly, including social media and networking websites.

### 6.3. Work within the limits of your knowledge and skills;

- 6.3.1. You must keep within your scope of practice by only practising in the areas you have appropriate knowledge, skills and experience for.
- 6.3.2. You must refer a service user to another practitioner if the care, treatment or other services they need are beyond your scope of practice.
- 6.3.3. You must keep your knowledge and skills up to date and relevant to your scope of practice through continuing professional development.
- 6.3.4. You must keep up to date with and follow the law, our guidance and other requirements relevant to your practice.

6.3.5. You must ask for feedback and use it to improve your practice.

#### **6.4. Delegate appropriately;**

6.4.1. You must only delegate work to someone who has the knowledge, skills and experience needed to carry it out safely and effectively.

6.4.2. You must continue to provide appropriate supervision and support to those you delegate work to.

#### **6.5. Respect confidentiality;**

6.5.1. You must treat information about service users as confidential.

6.5.2. You must only disclose information if:

- you have permission;
- the law allows this;
- it is in the service user's best interests; or
- it is in the public interest, such as if it is necessary to protect public safety or prevent harm to other people.

#### **6.6. Manage risk;**

6.6.1. You must take all reasonable steps to reduce the risk of harm to service users, carers and colleagues as far as possible.

6.6.2. You must not do anything, or allow someone else to do anything, which could put the health or safety of a service user, carer or colleague at unacceptable risk.

6.6.3. You must make changes to how you practise, or stop practising, if your physical or mental health may affect your performance or judgement, or put others at risk for any other reason.

#### **6.7. Report concerns about safety;**

6.7.1. You must report any concerns about the safety or well-being of service users promptly and appropriately.

6.7.2. You must support and encourage others to report concerns and not prevent anyone from raising concerns.

6.7.3. You must take appropriate action if you have concerns about the safety or well-being of children or vulnerable adults.

6.7.4. You must make sure that the safety and well-being of service users always comes before any professional or other loyalties.

6.7.5. You must follow up concerns you have reported and, if necessary, escalate them.

6.7.6. You must acknowledge and act on concerns raised to you, investigating, escalating or dealing with those concerns where it is appropriate for you to do so.

#### **6.8. Be open when things go wrong;**

6.8.1. You must be open and honest when something has gone wrong with the care, treatment or other services that you provide by:

- informing service users only, or where appropriate, their carers, that something has gone wrong.;
- apologising;
- taking action to put matters right if possible;
- Making sure that service users or, where appropriate, their carers receive a full and prompt explanation of what has happened and any likely effects.

6.8.2. You must support service users and carers who want to raise concerns about the care, treatment or other services they have received.

6.8.3. You must give a helpful and honest response to anyone who complains about the care, treatment or other services they have received.

#### **6.9. Be honest and trustworthy;**

6.9.1. You must make sure that your conduct justifies the public's trust and confidence in you and your profession.

6.9.2. You must be honest about your experience, qualifications and skills.

6.9.3. You must make sure that any promotional activities you are involved in are accurate and are not likely to mislead

6.9.4. You must declare issues that might create conflicts of interest and make sure that they do not influence your judgement.

6.9.5. You must tell us as soon as possible if:

- you accept a caution from the police, or you have been charged with, or found guilty of a criminal offence.;
- the law allows this;
- it is in the service user's best interests; or
- it is in the public interest, such as if it is necessary to protect public safety or prevent harm to other people.

6.9.6. You must cooperate with any investigation into your conduct, competence, the conduct or competence of others, or the care, treatment or other services provided to service users.

#### **6.10. Keep records of your work.**

6.10.1. You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to.

6.10.2. You must complete all records promptly and as soon as possible after providing care, treatment or other services.

6.10.3. You must keep records secure by protecting them from loss, damage or inappropriate access.

## **7. Code of Conduct for Healthcare support workers and Adult Social care workers.**

### **7.1. Be accountable by making sure you can answer for your actions or omissions.**

7.1.1. Be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your job description and for which you are competent.

7.1.2. Always behave and present yourself in a way that does not call into question your suitability to work in a health and social care environment.

7.1.3. Be able to justify and be accountable for your actions or your omissions – what you fail to do.

7.1.4. Always ask your Manager for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.

- 7.1.5. Tell your Manager about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.
  - 7.1.6. Establish and maintain clear and appropriate professional boundaries in your relationships with people who use health and care services, carers and colleagues at all times.
  - 7.1.7. Never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
  - 7.1.8. Comply with the Company's agreed ways of working
  - 7.1.9. Report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use health and care services and, if necessary use whistleblowing procedures to report any suspected wrongdoing.
- 7.2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use care services and their carers at all times.**
- 7.2.1. Always act in the best interests of people who use health and care services.
  - 7.2.2. Always treat people with respect and compassion.
    - Put the needs, goals and aspirations of people who use health and care services first, helping them to be in control and to choose the healthcare, care and support they receive.
  - 7.2.3. Promote people's independence and ability to self-care, assisting those who use health and care services to exercise their rights and make informed choices.
  - 7.2.4. Always gain valid consent before providing healthcare, care and support. You must also respect a person's right to refuse to receive healthcare, care and support if they are capable of doing so
  - 7.2.5. Always maintain the privacy and dignity of people who use health and care services, their carers and others.
  - 7.2.6. Be alert to any changes that could affect a person's needs or progress and report your observations in line with the Company's agreed ways of working.
  - 7.2.7. Always make sure that your actions or omissions do not harm an individual's health or wellbeing. You must never abuse, neglect, harm or exploit those who use health and care services, their carers or your colleagues.
  - 7.2.8. Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
  - 7.2.9. Always take comments and complaints seriously, respond to them in line with agreed ways of working and inform a senior member of staff.
- 7.3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.**
- 7.3.1. Understand and value your contribution and the vital part you play in your team.
  - 7.3.2. Recognise and respect the roles and expertise of your colleagues both in the team and from other agencies and disciplines, and work in partnership with them.
  - 7.3.3. Work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.



- 7.3.4. Work openly and co-operatively with people who use health and care services and their families or carers and treat them with respect.
- 7.3.5. Honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
- 7.3.6. Actively encourage the delivery of high-quality healthcare, care and support.

#### **7.4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.**

- 7.4.1. Communicate respectfully with people who use health and care services and their carers in an open, accurate, effective, straightforward and confidential way.
- 7.4.2. Communicate effectively and consult with your colleagues as appropriate.
- 7.4.3. Always explain and discuss the care, support or procedure you intend to carry out with the person and only continue if they give valid consent.
- 7.4.4. Maintain clear and accurate records of the healthcare, care and support you provide. Immediately report to a senior member of staff any changes or concerns you have about a person's condition.
- 7.4.5. Recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use health and care services, carers and colleagues.

#### **7.5. Respect people's rights to confidentiality**

- 7.5.1. Treat all information about people who use health and care services and their carers as confidential.
- 7.5.2. Only discuss or disclose information about people who use health and care services and their carers in accordance with legislation and agreed ways of working.
- 7.5.3. Always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
- 7.5.4. Always discuss issues of disclosure with a senior member of staff.

#### **7.6. Strive to improve the quality of healthcare, care and support through continuing professional development.**

- 7.6.1. Ensure up to date compliance with all statutory and mandatory training, in agreement with your Manager.
- 7.6.2. Participate in continuing professional development to achieve the competence required for your role.
- 7.6.3. Carry out competence-based training and education in line with your agreed ways of working.
- 7.6.4. Improve the quality and safety of the care you provide with the help of your Manager (and a mentor if available), and in line with your agreed ways of working.
- 7.6.5. Maintain an up-to-date record of your training and development.
- 7.6.6. Contribute to the learning and development of others as appropriate.

### **7.7. Uphold and promote equality, diversity and inclusion.**

- 7.7.1. Respect the individuality and diversity of the people who use health and care services, their carers and your colleagues.
- 7.7.2. Do not discriminate or condone discrimination against people who use health and care services, their carers or your colleagues.  
  
Promote equal opportunities and inclusion for the people who use health and care services and their carers.
- 7.7.3. Report any concerns regarding equality, diversity and inclusion to a senior member of staff as soon as possible.

## **8. Code of Practice, for Social care workers, Social Care Wales**

### **8.1. Respect the views and wishes, and promote the rights and interests, of individuals and carers.**

- 8.1.1. Work with individuals in person centred ways and use this as the basis for social care and support.
- 8.1.2. Respect and, where appropriate, promote and uphold the rights, values, beliefs, views and wishes of both individuals and carers.
- 8.1.3. Support individuals to maximise their decision making and control over their lives.
- 8.1.4. Work with individuals and carers in ways that respect their dignity, privacy, preferences, culture, language and rights.
- 8.1.5. Ensure that your actions promote equality, diversity and inclusion.

### **8.2. Strive to establish and maintain the trust and confidence of individuals in our care.**

- 8.2.1. Be honest and trustworthy.
- 8.2.2. Communicate in an appropriate, open, accurate and straightforward way.
- 8.2.3. Actively support individuals and carers to communicate their views and preferences using their preferred method and language
- 8.2.4. Respect confidential information and clearly explain policies about confidentiality to individuals and carers.
- 8.2.5. Be reliable and dependable
- 8.2.6. Honour work commitments, agreements and arrangements and, when it is not possible to do so, explaining why to individuals and colleagues/carers.
- 8.2.7. Declare issues that might create conflicts of interest and take steps to ensure that they do not influence your professional judgement or practice.
- 8.2.8. Adhere to policies and procedures about accepting gifts and money from individuals, their families and carers.

### **8.3. Promote the wellbeing, voice and control of individuals and carers while supporting them to stay safe.**

- 8.3.1. Work with individuals in ways that maximise their well-being and active participation that balances their rights and responsibilities.
  - 8.3.2. Work in partnership with colleagues and other professionals to promote the well-being, voice and control of individuals and carers.
  - 8.3.3. Work with individuals and carers to keep themselves safe.
  - 8.3.4. Recognise and use sensitively and responsibly, the power that comes from your work with individuals and carers.
  - 8.3.5. Support individuals and carers to express concerns or make complaints, take all complaints seriously and respond to them or pass them to the appropriate person.
  - 8.3.6. Use agreed systems and procedures to share information appropriately with colleagues and other professionals and in a timely manner.
  - 8.3.7. Use relevant processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice.
  - 8.3.8. Raise concerns with your Manager or via one of the complaints procedures available to you where the practice of colleagues or other professionals may be unsafe or adversely affecting standards of social care and support.
  - 8.3.9. Bring to the attention of your Manager or the appropriate Senior Management individual, resource or operational difficulties that might get in the way of the delivery of safe social care and support.
- 8.4. Respect the rights of individuals while seeking to ensure that their behaviour does not harm themselves or other people.**
- 8.4.1. Work with individuals to balance rights, responsibilities and risks.
  - 8.4.2. Follow risk assessment policies and procedures to assess whether the behaviour of individuals presents a risk of harm to themselves or other people.
  - 8.4.3. Take necessary steps to minimise the risks of individuals' behaviour causing actual or potential harm to themselves or other people.
  - 8.4.4. Ensure that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.
- 8.5. Act with integrity and uphold public trust and confidence in the social care profession. In particular you must not:**
- 8.5.1. Directly or indirectly abuse, neglect or harm individuals, carers or colleagues.
  - 8.5.2. Exploit individuals, carers or colleagues in any way.
  - 8.5.3. Abuse the trust of individuals and carers or the access you have to personal information about them, or to their property, home or workplace.
  - 8.5.4. Form inappropriate personal relationships with individuals, their families or carers.
  - 8.5.5. Discriminate unlawfully or unjustifiably against individuals, carers, colleagues or other people.

- 8.5.6. Condone any unlawful or unjustifiable discrimination by individuals, carers, colleagues or other people.
- 8.5.7. Put yourself or other people at unnecessary risk
- 8.5.8. Behave in a way, in work or outside work, which would call into question your suitability to work in the social care profession.

**8.6. Be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills.**

- 8.6.1. Meet the relevant standards of practice, Follow procedures and work in a lawful, safe and effective way
- 8.6.2. Maintain clear and accurate records in accordance with legal and work setting requirements.
- 8.6.3. Be open and honest with people if things go wrong, including providing a full and prompt explanation to your Manager or the appropriate person of what has happened.
- 8.6.4. Inform your Manager about any personal difficulties that might affect your ability to do your job competently and safely.
- 8.6.5. Seek assistance from your Manager if you do not feel able or adequately prepared to carry out any aspect of your work or you are not sure about how to proceed in a work matter.
- 8.6.6. Work openly and co-operatively with colleagues and treat them with respect.
- 8.6.7. Understand that you remain responsible for the work that you have delegated to other workers.
- 8.6.8. Recognise and respect the roles and expertise of other professionals and work in partnership with them.
- 8.6.9. Undertake relevant learning and development to maintain and improve your knowledge and skills to ensure you are fit to practise, and contribute to the learning and development of others.
- 8.6.10. Co-operate with investigations into your practice, or the practice of others, undertaken by the Company, Social Care Wales, or by any other appropriate bodies.

**8.7. In addition to sections 8.1 to 8.6, if you are responsible for managing or leading staff, you must embed the code in their work. This includes:**

- 8.7.1. Ensuring employees know about the Code and how it applies to their conduct and practice.
- 8.7.2. Supporting an open and learning culture in the workplace where employees have the opportunity to raise concerns and access, discuss, reflect on and share best practice.
- 8.7.3. Ensuring induction, training, learning and development opportunities support employees to maintain and develop their knowledge, skills and understanding.
- 8.7.4. Providing supervision and appraisal to guide, support and motivate employees to meet their role, responsibilities and accountabilities.
- 8.7.5. Taking steps to know what is happening in the delivery of social care and support provided by your employees and giving constructive feedback.
- 8.7.6. Monitoring performance and taking immediate steps to address unsatisfactory performance or misconduct by employees.

## 9. Codes of Practice for Social Service workers, Scottish Social Services Council

### 9.1. Protect and promote the right and interests of people who use services and carers.

- 9.1.1. Treat each person as an individual.
- 9.1.2. Respect and, where appropriate, promote the views and wish of people who use services and carers.
- 9.1.3. Support the rights of people who use services to control their lives and make informed choices about the services they use.
- 9.1.4. Respect and maintain the dignity and privacy of people who use services.
- 9.1.5. Work in a way that promotes diversity and respects different cultures and values.

### 9.2. Create and maintain the trust and confidence of people who use services and carers.

- 9.2.1. Be truthful, open, honest and trustworthy.
- 9.2.2. Communicate in an appropriate, open, accurate and straightforward way.
- 9.2.3. Respect confidential information and clearly explain the Company's policies about confidentiality to people who use services and carers.
- 9.2.4. Be reliable and dependable.
- 9.2.5. Honour work commitments, agreements and arrangements and, when it is not possible to do so, explain why to people who use services, carers and my Manager.
- 9.2.6. Declare issues that might create conflicts of interest and make sure they do not influence my judgement or practice.
- 9.2.7. Adhere to policies and procedures about accepting gifts and money from people who use services and carers.

### 9.3. Promote the independence of people who use services whilst protecting them, as far as possible, from danger and harm.

- 9.3.1. Promote the independence of people who use services and empower them to understand and exercise their rights.
- 9.3.2. Use established processes and procedures to report allegations of harm and challenge and report exploitation and any dangerous, abusive or discriminatory behaviour or practice.
- 9.3.3. Follow practices and procedures designed to keep me and other people safe from violent and abusive behaviour at work.
- 9.3.4. Tell your Manager, about any resourcing or operational difficulties that might get in the way of providing care.
- 9.3.5. Tell my Manager, when a colleague's fitness to practise may be impaired.
- 9.3.6. Be open and honest with your Manager, about people who use services and carers when care has, or may, have caused physical, emotional, financial or material harm or loss.

- 9.3.7. Cooperate with any investigations by my employer, the SSSC or another authority into my fitness to practise or the fitness to practise of others. This may include attending hearings and providing witness statements, documents or other information.
- 9.3.8. Keep to my employer's health and safety policies, including those relating to substance misuse.
- 9.3.9. Enable people who use services and carers to make complaints. Take complaints seriously and either respond to them or pass them to the appropriate person. Take appropriate action when there is an allegation of harm.
- 9.3.10. Recognise and use responsibly the power and authority I have when working with people who use services and carers.
- 9.4.** Respect the rights of people who use services, whilst striving to make sure that their behaviour does not harm themselves or other people.
- 9.4.1. Recognise that people who use services have the right to take risks and support them to work positively with potential and actual risks to themselves or others
- 9.4.2. Follow risk assessment policies and procedures to assess whether the behaviour of people who use services presents a risk of harm to themselves or others.
- 9.4.3. Take necessary steps to reduce the risks of people who use services harming themselves or other people.
- 9.4.4. Make sure that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments
- 9.5.** Uphold public trust and confidence in social services, and ensure that you do not:
- 9.5.1. Abuse, neglect or harm people who use services, carers or my colleagues
- 9.5.2. Exploit people who use services, carers or my colleagues.
- 9.5.3. Abuse the trust of people who use services or carers, or the access I have to personal information about them or their property, home or workplace.
- 9.5.4. Form inappropriate relationships with people who use services or carers.
- 9.5.5. Discriminate against people who use services, carers or my colleagues.
- 9.5.6. Condone any discrimination by people who use services, carers or my colleagues
- 9.5.7. Put myself or other people at unnecessary risk.
- 9.5.8. Behave, while in or outside work, in a way which would bring my suitability to work in social services into question.
- 9.6.** Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.
- 9.6.1. Meet relevant standards of practice and work in a lawful, safe and effective way.
- 9.6.2. Maintain clear, accurate and up-to-date records in line with procedures relating to my work.
- 9.6.3. Tell my employer or the appropriate authority about any personal difficulties that might affect my ability to do my job competently and safely, and tell the SSSC about anything that may affect my fitness to practise.

- 9.6.4. Ask for assistance from my employer or the appropriate authority if I do not feel able to, or well enough prepared to, carry out any part of my work or if I am not sure about how to proceed.
- 9.6.5. Work openly with and cooperate with colleagues and treat them with respect.
- 9.6.6. Recognise that I remain responsible for the work that I have delegated to others
- 9.6.7. Recognise and respect the roles and expertise of workers from other professions and work in partnership with them.
- 9.6.8. Respect the responsibilities of colleagues who follow different professional codes
- 9.6.9. Undertake relevant learning to maintain and improve my knowledge and skills and contribute to the learning and development of others.
- 9.6.10. Listen to feedback from people who use services, carers and other relevant people and consider that feedback to improve my practice.

## 10. Standard Forms, Letters and Relevant Documents

10.1. Staff should be aware that although the Code of Conduct provides guidance it is not a stand-alone document and staff should ensure that they must also comply with all company policies and procedures. In line with this policy staff should cross reference the following policies: -

- GHS 04 - Health and Safety
- GHR 31 - The Anti-Bribery and Corruption policy
- GHR 02 – Harassment and Bullying
- 050 - Deprivation of Liberty Safeguards
- 025 – Child Protection Safeguarding
- 027 – Safeguarding – E Safety
- 013 – Consent and Mental Capacity
- GHR 27 - Disciplinary procedure
- GHR 29 - Grievance procedure