

CODE OF CONDUCT FOR ALL STAFF EMPLOYED BY KINDCARE (UK) LTD

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REVIEWED BY	Mariana Philipova	
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1. Policy Statement

This organisation believes that all residents and staff have a right to

- ✓ privacy
- ✓ dignity
- ✓ freedom of choice
- ✓ control over what happens in their own home
- ✓ independence
- ✓ fulfilment
- ✓ integrity.

*All Care and Support staff are issued with a copy of the “Skills for Care Code of Conduct”.
All nurses registered with the Nurses and Midwifery Council (NMC) are issued with The Code
All of the above codes should be used as a cross-referencing guide for this policy*

All staff must treat residents in ways that respects these rights. This code of conduct details expected standards of behaviour, in general and in particular, to ensure that staff work with residents in such a way as to maintain these rights.

2. The Policy

All staff must conduct themselves and perform their duties with INTEGRITY (moral excellence) at all times (imagine that you are in front of a camera at all times, as you never know)

a) Be accountable by making sure you can answer for your actions or omissions.

- i. *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.*
- ii. *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.*
- iii. *be able to justify and be accountable for your actions or your omissions – what you fail to do.*
- iv. *always ask the nurse in charge, manager or deputy 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.*
- v. *tell manager or deputy 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.*
- vi. *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.*
- vii. *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.*
- viii. *comply with your employers’ agreed ways of working.*
- ix. *report to the manager 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*

b) Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.

- i. *always act in the best interests of people who use health and care services.*
- ii. *always treat people with respect and compassion.*
- iii. *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.*
- iv. *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.*
- v. *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.*
- vi. *always maintain the privacy and dignity of people who use health and care services, their carers and others.*
- vii. *be alert to any changes that could affect a person's needs or progress and report your observations in line with your employer's agreed ways of working.*
- viii. *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.*
- ix. *challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.*
- x. *always take comments and complaints seriously, respond to them in line with agreed ways of working and inform a senior member of staff.*

c) Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.

- i. *understand and value your contribution and the vital part you play in your team.*
- ii. *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.*
- iii. *work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.*
- iv. *work openly and co-operatively with people who use health and care services and their families or carers and treat them with respect.*
- v. *honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.*
- vi. *actively encourage the delivery of high quality healthcare, care and support.*

d) 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.

- i. *communicate respectfully with people who use health and care services and their carers in an open, accurate, effective, straightforward and confidential way.*
- ii. *communicate effectively and consult with your colleagues as appropriate.*
- iii. *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.*
- iv. *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.*
- v. *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.*

e) Respect a person's right to confidentiality.

- i. *treat all information about people who use health and care services and their carers as confidential.*
- ii. *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.*
- iii. *always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.*
- iv. *always discuss issues of disclosure with a senior member of staff.*

f) Strive to improve the quality of healthcare, care and support through continuing professional development.

- i. *ensure up to date compliance with all statutory and mandatory training, in agreement with your supervisor.*
- ii. *participate in continuing professional development to achieve the competence required for your role.*
- iii. *carry out competence-based training and education in line with your agreed ways of working.*
- iv. *improve the quality and safety of the care you provide with the help of your supervisor (and a mentor if available), and in line with your agreed ways of working.*
- v. *maintain an up-to-date record of your training and development.*
- vi. *contribute to the learning and development of others as appropriate.*

g) Uphold and promote equality, diversity and inclusion.

- i. *respect the individuality and diversity of the people who use health and care services, their carers and your colleagues.*
- ii. *not discriminate or condone discrimination against people who use health and care services, their carers or your colleagues.*
- iii. *promote equal opportunities and inclusion for the people who use health and care services and their carers.*
- iv. *report any concerns regarding equality, diversity and inclusion to a senior member of staff as soon as possible.*

3. Procedure

a) Behaviour

- Staff will not drink alcohol whilst on duty, nor be under the influence of alcohol when reporting for duty;
- Staff will not bring any other person, for whom they are responsible for, into the establishment whilst on duty without authorisation from the manager or their representative.
- Staff should smoke only in designated smoking areas, outside the building

b) Identity Cards

- ✓ Staff will wear their identity card at all times.

c) Dress and Infection Control

- ✓ Staff will ensure that their personal hygiene is satisfactory before coming on duty, specifically, no body or clothes odour;
- ✓ Staff will be smart in appearance and dress appropriately for the tasks they are to carry out;
- ✓ Disposable latex gloves and disposable aprons will be used for all personal care work;
- ✓ Hair will be tied back if longer than shoulder length.

d) Confidentiality

- ✓ Staff must conform to the organisation's Confidentiality Policy in all dealings with residents.

e) Equal Opportunities

- ✓ All staff will be treated equally and fairly, regardless of their race, nationality, ethnic or natural origin, religion, marital status, sexuality or disability;
- ✓ All Residents must be treated in the above manner by staff.

f) Timekeeping

- ✓ Staff must be punctual and arrive for their shift at least 10 minutes prior to commencement of shift to ensure continuity of care

g) Gifts and Gratuities

- ✗ *Staff must not accept gifts, tips or gratuities from residents*
- h) **Wills**
 - ✗ *Staff must decline to be a signatory, beneficiary or executor to/of a resident's will.*
- i) **Purchases and Sales**
 - ✗ *Staff or their friends, relatives or acquaintances will not, under any circumstances, offer either to purchase or sell any item, irrespective of size or value, from a resident; this includes catalogue shopping and similar means of purchase;*
 - ✗ *When shopping for residents, staff will not claim these purchases on their own bonus or loyalty cards;*
 - ✗ *Staff, or their friends, relatives or acquaintances, will neither borrow any money or goods from, nor lend any money or goods to, a resident.*
- j) **Medication**
 - ✗ *Staff will not, under any circumstance, purchase, collect or assist in giving any proprietary or prescribed medication, except in accordance with the organisation's Medication Policy.*
- k) **Appointee and Financial matters**
 - ✗ *Staff will not act as appointees, or in any other official capacity, either for or on behalf of the resident*
 - ✗ *Staff will not undertake any financial transactions either for or on behalf of a resident*
- l) **Personal Relationships**
 - ✓ Staff will, at all times, maintain a proper, professional relationship with the resident, avoiding emotional and physical familiarity;
 - ✓ Staff who find themselves becoming personally involved with a resident must notify the manager or deputy manager immediately so that appropriate action can be taken after discussion with the resident, their representatives and the worker.
- m) **Behaviour when Off Duty**
 - ✓ Staff must be mindful not to breach confidentiality or professional boundaries when off duty;
 - ✓ Work issues must not be discussed or disclosed to any third party whilst off duty;
 - ✓ Staff must be mindful not to talk about any resident or colleagues whilst socialising, especially in public places where their conversation may be overheard;
 - ✓ Staff must ensure that all paperwork relating to their work is stored safely and out of sight, even at home;
 - ✓ Any breaches of this policy must be reported immediately.

Related Policies
Alcohols and Drugs
Bullying and Harassment
Dress Code
Monitoring and Accountability
Social Media and Networking