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# Policy on CODE OF CONDUCT FOR STAFF

Document Details

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**Policy Statement**

This charity believes that all members 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 will be issued with a copy of the “Skills for Care Code of Conduct”.

All staff must treat members in such a way that respects these rights. This Code of Conduct sets down the expected standards of behaviour in general and in particular, to ensure that staff work with members in such a way as to maintain these rights.

All of the above codes should be used as a cross-referencing guide for this policy.

**The Policy**

**Behaviour**

* Staff will not smoke in a member’s home.
* Staff will not consume alcohol whilst on duty, nor be under the influence of alcohol when reporting for duty.
* Staff will not take any other person into a member’s home without written authorisation from the manager or their representative.
* Staff will not remain in a member’s home without the member or their representative being present, unless specific permission in writing is given by the member or their representative.

**Identity Cards**

1. Staff will carry their identity card to all members’ assignments, and show it upon entry or when requested to do so by the member, their representative, or any other person in authority.
2. Failure to carry their identity card may result in the worker not being admitted to a member’s home and subsequent disciplinary action may be taken.

**Dress and Infection Control**

* Staff will ensure that their personal hygiene is satisfactory, before beginning work.
* 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.

**Confidentiality**

* Staff must observe at all times, whether during or after termination of any assignment, the strictest confidence in all dealings with the member and the charity in accordance with the company’s confidentiality policy.

**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 Members will be treated in the above manner by staff.

**Time Keeping**

* Staff will visit members at the times specified on their rota, and stay with the member for the entire duration allocated, and failure to do so could lead to disciplinary action.
* Staff will be ready for work at the time specified on their rota, and stay with the member for the entire duration allocated, and failure to do so could lead to disciplinary action.

**Gifts and Gratuities**

* Staff must not accept gifts, tips or gratuities from members without prior written approval from this charity

**Wills**

* A worker will decline to be a signatory to, or beneficiary or executor of a member’s will.

**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 member, including via catalogue shopping and similar means of purchase.
* When shopping for members, staff will not claim these purchases on their own bonus or loyalty cards.
* Staff or their friends, relatives or acquaintances will not borrow money from, nor lend money to, members.

**Use of Member’s property**

* Staff or their friends, relatives or acquaintances will not use or borrow any household or garden equipment, car or any other property of the member, for their own, their family's or friends' benefit, either in the member’s home or outside it. This also includes the use of any electronic media including computers.

**Medication**

* Staff will not, under any circumstances, purchase, collect or assist in giving any proprietary or prescribed medication, except in accordance with this charity’s Medication Policy.

**Appointee and Financial matters**

* Staff will not act as appointees, or in any other official capacity, either for, or on behalf of, the member without prior written approval from this charity.
* Staff will not undertake any financial transactions either for, or on behalf of, a member, except those set down in the member’s care or support plan.

**Personal Relationships**

* Staff will at all times maintain a proper, professional relationship with the member, avoiding emotional and physical familiarity.
* Staff that find themselves becoming personally involved with a member must notify the office manager immediately so that appropriate action can be taken after discussion with the member, their representatives and the worker.

**Behaviour whilst Off Duty**

* Staff must be mindful not to breach confidentiality or professional boundaries whilst off duty.
* Issues regarding work must not be discussed or disclosed to any third party whilst off duty.
* Staff must not visit a member whilst off duty, unless written permission has been given by this charity
* Staff must be mindful not to talk about members or their colleagues whilst socialising, especially in public places where their conversation might be overheard.
* Staff must ensure that all paperwork relating to their work is stored safely and out of sight, even at home.
* Report any breaches of this policy immediately.

**Related Policies**

Alcohol and Drugs

Bullying and Harassment

Dress Code

Disciplinary

Grievance

Monitoring and Accountability

Social Media and Networking

**Training Statement**

All staff will receive an induction into the service, which includes an employee handbook and appropriate policies and procedures identifying the above. These areas will also be covered in their induction framework and staff supervision sessions as required.

The Code of Conduct for Healthcare Support Staff and Adult Social Care Staff in England will be issued and explained to staff at induction. Following the guidance set out in this Code of Conduct will give our health and care staff the reassurance that they are providing safe and compassionate care of a high standard, and the confidence to challenge others who are not. This Code will also tell the public and people who use health and care services exactly what they should expect from our health or care staff.