

CODE OF CONDUCT FOR WORKERS

Scope

- **Policy Statement**
- **The Policy**
- Behaviour
- Identity Cards
- Dress and Infection Control
- Confidentiality
- Equal Opportunities
- Timekeeping
- Gifts and Gratuities
- Wills
- Purchases and Sales
- Use of Service User's Property
- Medication
- Appointee of Financial Matters
- Personal Relationships
- Behaviour whilst Off Duty
- Conduct when leaving employment
- **Related Policies**
- **Related Guidance**
- **Training Statement**

Policy Statement

This organisation believes that all service users 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 workers must treat service users in ways that respect these rights. This Code of Conduct details expected standards of behaviour, in general, and in particular, to ensure that workers work with service users in such a way as to maintain these rights.

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

The Policy

Behaviour

- Workers will not smoke in a service user's home.
- Workers will not consume alcohol whilst on duty, nor be under the influence of alcohol when reporting for duty.
- Workers will not take any other person into a service user's home, without written authorisation from the office manager or their representative.
- Workers will not remain in a service user's home without the service user or their representative being present unless specific permission in writing is given by the service user or their representative to the local office.

Identity Cards

- Workers will carry their identity card to all service user assignments and show it upon entry or when requested to do so by the service user, their representative, or any other person in authority.
- Failure to carry their identity card may result in the worker not being admitted to a service user's home and subsequent disciplinary action may be taken.

Dress and Infection Control

- Workers will ensure that their personal hygiene is satisfactory, before entering a service user's home.
- Workers 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

- Workers must observe, at all times, whether during or after the termination of any assignment, the strictest confidence in all dealings with the service user and this organisation, following the company's Confidentiality Policy.

Equal Opportunities

- All workers will be treated equally and fairly and free from discrimination as identified under the Equality Act 2010 and the Protected Characteristics.
- All service users will be treated in the above manner by workers.

Time Keeping

- Workers will visit service users at the times specified on their rota and stay with the service user for the entire duration allocated. Failure to do so could lead to disciplinary action.

Gifts and Gratuities

- Workers must not accept gifts, tips, or gratuities from service users without prior written approval from this organisation.

Wills

- A worker will decline to be a signatory to, the beneficiary of or executor of a service user's will.

Purchases and Sales

- Workers 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 or to a service user. This includes catalogue shopping and similar means of purchase.
- When shopping for the service user, workers will not claim these purchases on their bonus or loyalty cards.
- Workers or their friends, relatives, or acquaintances will neither borrow any money or goods from nor lend any money or goods to, a service user.

Use of Service User's Property

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

Medication

- Workers 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.

Appointee and Financial Matters

- Workers will not act as appointees or in any other official capacity, either for or on behalf of the service user without prior written approval from this organisation.
- Workers will not undertake any financial transactions either for or on behalf of a service user, except those set down in the service user's care or support plan.

Personal Relationships

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

Behaviour when Off Duty

- Workers must be mindful not to breach confidentiality or professional boundaries when off duty.
- Issues regarding work must not be discussed or disclosed to any third party whilst off duty.
- Workers must not visit a service user whilst off duty unless written permission has been given by this organisation.

- Workers must be mindful not to talk about service users or their colleagues whilst socialising, especially in public places where their conversation might be overheard.
- Workers 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.

Conduct when leaving Employment

- Return all articles that belong to Bluestar Care & Support to the manager, including your ID badge and any documents, equipment, work telephone, uniform and computer software used at home.
- Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium of storing information.
- You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.
- You must ensure that you abide by any restrictive covenants within your contract, for example in relation to protecting the confidential information of Bluestar Care & Support or in relation to non-solicitation of staff or service users.

Related Policies

Alcohol and Drugs

Bullying and Harassment

Dress Code

Disciplinary

Grievance (Staff)

Monitoring and Accountability

Social Media and Public Relations

Related Guidance

Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England:

<https://www.skillsforcare.org.uk/>

Training Statement

The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England will be issued and explained to staff at induction. All staff, during induction, are made aware of the organisation's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary, and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used, including one

to one, online, workbook, group meetings, and individual supervisions. External courses are sourced as required

Date Reviewed: March 2024

Person responsible for updating this policy: Hitendra Sharma

Next Review Date: March 2025