



Code Of Conduct For Workers (v2.0.0)

Date Reviewed: 11/12/2024 | **Next Review Date:** 11/12/2025

Person responsible for updating this policy: Hitendrakumar Sharma

Policy Statement

Bluestar Care & Support- Bluestar Resourcing believes that the service user 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 registrants with the Health and Social Care Professions Council (HSCP) will be issued with a copy of the Standards of Conduct, Performance and Ethics.

All nurses and midwives registered with the Nurses and Midwifery Council (NMC) will be issued with The Code.

All staff must treat the service user 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 in such a way as to maintain the rights of the service user.

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

Behaviour

- staff will not smoke in the home of a service user
- 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 the home of a service user, without written authorisation from Service Manager Hitendrakumar Sharma or their representative.
- staff will not remain in the home of a service user 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

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

Dress and Infection Control

- staff will ensure that their personal hygiene is satisfactory, before entering the home of a service user
- 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 the termination of any assignment, the strictest confidence in all dealings with the service user and Bluestar Care & Support- Bluestar Resourcing, following the Bluestar Care & Support- Bluestar Resourcing Confidentiality Policy.

Equal Opportunities

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

Time Keeping

- staff will visit the service user 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

- staff must not accept gifts, tips, or gratuities from a service user without prior written approval from Bluestar Care & Support- Bluestar Resourcing.

Wills

- A staff member will decline to be a signatory to, the beneficiary of or executor of the will of a service user .

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 or to a service user (this includes catalogue shopping and similar means of purchase)
- When shopping for the service user, staff will not claim these purchases on their 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 service user.

Use of Service User'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 service user, for their own, their family's, or friends' benefit, either in the home of the service user or outside it. This also includes the use of any electronic media, including computers.

Medication

- staff will not, under any circumstance, purchase, collect, or assist in giving any proprietary or prescribed medication, except in accordance with Bluestar Care & Support- Bluestar Resourcing Medication Policy.

Appointee of Financial Matters

- staff 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 Bluestar Care & Support- Bluestar Resourcing
- staff will not undertake any financial transactions either for or on behalf of a service user , except those set down in the Care and Support plan for the service user.

Personal Relationships

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

Behaviour Whilst Off Duty

- staff 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
- staff must not visit a service user whilst off duty unless written permission has been given by Bluestar Care &

Support- Bluestar Resourcing

- staff must be mindful not to talk about a service user 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.

Stop and Search

Considerations if Searching Personal Possessions

A search will only be conducted where there is a clear, legitimate justification to search a staff member or their possessions in line with a contractual right to do so. It would only be in the most exceptional circumstances where a search would be conducted outside of a contractual right.

Even though the staff contract allows the employer to conduct a search, we will seek the staff consent.

Where an investigator needs to search a desk or cupboard that a staff member uses, the staff member will be invited to be present. Where they are unable to be present, a manager will be present to witness the search.

If a staff member refuses to be searched when their contract allows this, it might amount to unreasonable behaviour and/or jeopardise evidence that could potentially be used to exonerate them.

This refusal in itself could lead to disciplinary proceedings. However, an staff member may have a legitimate reason to refuse and the person investigating should be sensitive to other factors that may explain a refusal.

An investigator should therefore explore why an staff member has refused to be searched and seek to resolve this rather than assume that a refusal implies guilt.

Where it is believed that a criminal offence may have been committed, an employer may call the police as they have wider powers to search individuals.

All requests and refusals should be recorded.

Company Procedure on Stop and Search

staff are advised that a search does not indicate that they are under any suspicion of wrongdoing and searches may be carried out randomly.

In line with staff terms and conditions of employment, we reserve the right to carry out searches, including:

- A physical search of the staff member where they will be asked to remove their jacket and empty all their pockets
- A search of all baggage (both personal and company property)
- A search of any vehicle on the company's property (both personal and owned by the company)
- A search of all work areas (including but not limited to desks, lockers and cabinets, locked or otherwise), this may also include a search of any electronic devices such as laptops or phones owned by the company in compliance with the appropriate company policy

Bluestar Care & Support- Bluestar Resourcing will ensure that the level of search is fair and reasonable, taking into account all of the circumstances giving rise to it.

If Bluestar Care & Support- Bluestar Resourcing suspects that a non-staff member such as a contractor or visitor has committed an illegal act such as theft on Bluestar Care & Support- Bluestar Resourcing property, no search will be attempted or carried out. Under these circumstances, the police will be informed immediately and any evidence gathered handed to them.

The Manner and Location of Stop and Search Activity

Only authorised people in Bluestar Care & Support- Bluestar Resourcing who have been trained in how to conduct searches will undertake searches on behalf of Bluestar Care & Support- Bluestar Resourcing. This is to ensure:

- That the staff dignity is protected
- Selection of staff is not discriminatory

In line with the contractual right, searches may occur at random when staff enter or leave the building and/or in circumstances where Bluestar Care & Support- Bluestar Resourcing reasonably suspects that a staff member has committed an unlawful act or act in breach of Bluestar Care & Support- Bluestar Resourcing policy. If a search is undertaken on a random selection of staff, a demonstrably fair selection process will be used.

A physical search will be carried out in a private room, by an authorised person of the same sex and in the presence of another authorised person. staff have the right to request that a physical search is attended only by people of the same sex

Searches

Searches of baggage, vehicles and work areas will be carried out by authorised people in the presence of the staff member in question and another authorised person.

Refusal to Comply with the Stop and Search Policy

If a staff member refuses to undergo a search, the staff member will be asked to reconsider their refusal. If the staff member maintains his/her refusal to undergo a search, Service Manager Hitendrakumar Sharma or other senior manager will be called. They will consider the staff stated reasons for the refusal and, if these are deemed reasonable, no further action will be taken against the staff member.

The incident including the reasons for the staff refusal to be searched will be recorded in the staff personnel file.

If a staff member unreasonably refuses to undergo a search (including if they subsequently refuse to stay on Bluestar Care & Support- Bluestar Resourcing premises when requested to do so), Bluestar Care & Support- Bluestar Resourcing will undertake a full investigation and this will include considering whether it is appropriate to suspend the staff member on full pay. This may lead to disciplinary action in line with Bluestar Care & Support- Bluestar Resourcing disciplinary policy, up to and including a finding of gross misconduct where appropriate.

If Bluestar Care & Support- Bluestar Resourcing believes that there is evidence that a staff member has committed an illegal act, this may also be reported to the police.

Disciplinary Action Following a Positive Search

If a search reveals evidence that a staff member has committed an act which is illegal or in breach of Bluestar Care & Support- Bluestar Resourcing policy, then Service Manager Hitendrakumar Sharma or another senior manager as appropriate will be called, and the staff member will be given the opportunity to explain the situation. If Service Manager Hitendrakumar Sharma is not satisfied with the explanation, Bluestar Care & Support- Bluestar Resourcing will undertake a full investigation and this will include considering whether it is appropriate to suspend the staff member on full pay.

This may lead to disciplinary action in line with Bluestar Care & Support- Bluestar Resourcing disciplinary policy, up to and including a finding of gross misconduct where appropriate.

If Bluestar Care & Support- Bluestar Resourcing reasonably believes that there is evidence that a staff member has committed an illegal act, this may also be reported immediately to the police.

If a staff member is unhappy about the way in which a search has been conducted, or thinks they have been discriminated against or otherwise treated unfairly they can raise this in the first instance with their line manager. If a staff member prefers to raise a formal complaint, they should refer to the Bluestar Care & Support- Bluestar Resourcing Grievance Procedure.

Conduct when leaving Employment

- Return all articles that belong to Service Manager Hitendrakumar Sharma, 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- Bluestar Resourcing or in relation to non-solicitation of staff or a service user.

Training Statement

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, individual supervision and external courses are sourced as required.

Related Policies

- Alcohol And Drugs (Domiciliary)

- Bullying And Harassment (Domiciliary)
- Disciplinary (Domiciliary)
- Dress Code (Domiciliary)
- Grievance (Staff) (Domiciliary)
- Monitoring And Accountability (Domiciliary)

Related Guidance

- [Skills for Care: Code of Conduct](#)
- [ACAS: Conducting workplace investigations](#)

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