


Policy No: 03-1004	Authorised: 	Date: 03/02/2020
CODE OF CONDUCT FOR CARE STAFF		

Care Staff undertaking Care Service activities with service users are required to be bound by the following Code of Conduct as a condition of employment with the Organisation:

1. Care Workers must abide by all Policies, Procedures and Codes of Practice laid down by the Organisation. Care Workers will be accountable for the quality of the care service that they deliver to the service user, and undertake responsibility for maintaining and strengthening their knowledge and skills.
2. Care Workers must act with honesty, integrity and with respect for the service user's home and property.
3. Care Workers are expected to carry out their duties so as to promote and safeguard the service user's health, well-being, rights and interests. This must include informing their immediate Supervisor or Manager of any perceived or suspected deterioration in a service user's physical, social or mental condition or behaviour.
4. Care Workers must at all times respect and safeguard the privacy of the service user. Confidential information will not be disclosed to any third party without the *written* consent of the service user or appointed advocate unless it is considered to be in the best interests of the service user's health and well-being, or is required for compliance to the law. In these latter cases, matters must always be referred directly to the Care Worker's immediate Supervisor or Manager. *Policies Nos 1500 & 1505 refer.*
5. Care Workers must not be involved in any action that may prejudice the Service, or damage the reputation of the Organisation, or generally diminish the confidence of the public.
6. Care Workers must at all times respect and promote the dignity and independence of the service user, and of the rights of the service user to take risks and to make informed choices regarding his / her care and welfare.
7. Care Workers must not discriminate against any service user on the grounds of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation. The values, customs and religious / spiritual beliefs of each service user must be respected. *Policies Nos 1006 & 1007 refer.*
8. Care Workers must act totally professionally at all times. This will apply not only to relationships with peer members and other colleagues within the Organisation, but also with other health and social care professionals with whom they may come into contact as part of their duties.
9. Care Workers must act totally professionally with respect to the relationship with the service user. It is recognised that close relationships can develop between Care Workers and service users but Care Workers should be remain mindful of the need to preserve the professional nature of the relationship. Assigning a Care Worker to a service user where the Care Worker is related to that service user should also be discouraged unless the service user has specifically requested the Care Worker in question. *Policy No 3010 refers.*
10. Care Workers have a duty to ensure that each service user is aware of the Organisation's Complaints Procedure (*ref. Policy No 2103*), and how to use it. If the Care Worker receives a complaint from a service user he / she must notify their immediate Supervisor or Manager.
11. Unless employed directly as a Nurse, a Care Worker, whatever their qualifications may be, **MUST NOT UNDERTAKE TASKS OF A NURSING NATURE** or any other task outside of the remit of the Job Description or agreed Care Service Plan for a service user.
12. Care Workers have a clear duty to inform their employers of any condition or circumstance which may prevent him / her properly carrying out care duties. This must include the Care Worker's personal circumstances where he / she feels inadequately prepared.
13. Care Workers are not permitted to access social networking websites for any reason, and **AT ANY TIME**, while on the Organisation's business. Also, staff using these sites outside working hours for their own personal use **MUST NOT, AT ANY TIME** (even though off-duty) make reference to the Organisation, its service users, or their employment on the site. It should not become necessary for a Care Worker to keep in touch directly with a service user, this must be done only with the written agreement of the manager and specifically by telephone, texting or e-mail, all of which afford privacy, and **NOT** through social media sites. (*see policy 1510*)