

## Code of Conduct – Health Care Support Workers (s)

February 2019

This Code of Conduct has been adopted from the Department of Health. Following the guidance set out in this Code of Conduct will give you the reassurance that you 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 Healthcare Support Workers.

As a Healthcare Support Worker you must :

1. Be **accountable** by making sure you can answer for your actions or **omissions**.
2. **Promote** and **uphold** the privacy, **dignity, rights**, health and **wellbeing** of people who use health and care services and their carers at all times.
3. Work in **collaboration** with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. 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.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through **continuing professional development**.

### 1. Be accountable by making sure you can answer for your actions or omissions

As a Healthcare Support Worker or Adult Social Care Worker in England, you must:

1. 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**.
2. 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.
3. be able to justify and be **accountable** for your actions or your **omissions** – what you fail to do.
4. always ask your supervisor or employer 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.
5. tell your supervisor or employer 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.
6. 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.
7. 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.
8. comply with your employers' **agreed ways of working**.
9. report 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 and, if necessary use **whistleblowing** procedures to report any suspected wrongdoing.

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

As a Healthcare Support Worker you must:

1. always act in the **best interests** of people who use health and care services.
2. always treat people with **respect** and **compassion**.
3. 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.
4. **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.
5. 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.
6. always maintain the privacy and **dignity** of people who use health and care services, their carers and others.
7. 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**.
8. 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.
9. challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
10. always take comments and complaints seriously, respond to them in line with **agreed ways of working** and inform a senior member of staff.

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

As a Healthcare Support Worker you must:

1. understand and value your contribution and the vital part you play in your team.
2. 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.
3. work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with **respect**.
4. work openly and co-operatively with people who use health and care services and their families or carers and treat them with **respect**.
5. honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
6. actively encourage the delivery of high quality healthcare, **care and support**.

**4. 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.**

As a Healthcare Support Worker you must:

1. communicate **respectfully** with people who use health and care services and their carers in an open, accurate, **effective**, straightforward and confidential way.
2. communicate **effectively** and consult with your colleagues as appropriate.
3. 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**.
4. 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.
5. 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.

## 5. **Respect People's right to confidentiality**

As a Healthcare Support Worker you must:

1. treat all information about people who use health and care services and their carers as confidential.
2. 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**.
3. always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
4. always discuss issues of disclosure with a senior member of staff.

## 6. **Strive to improve the quality of healthcare, care and support through continuing professional development**

As a Healthcare Support Worker you must:

1. ensure up to date compliance with all statutory and mandatory training, in agreement with your supervisor.
2. participate in **continuing professional development** to achieve the **competence** required for your role.
3. carry out **competence-based** training and education in line with your **agreed ways of working**.
4. 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**.
5. maintain an up-to-date record of your training and development.
6. contribute to the learning and development of others as appropriate.

## 7. **Uphold and promote equality, diversity and inclusion**

As a Healthcare Support Worker you must:

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

**I hereby confirm I have issued with and have read and will abide by the Company Code of Conduct**

**SIGNED:**                   -----

**PRINT:**                   -----

**DATE:**                   -----