Department: Supported Living Title: Code of Conduct Policy

**Scope:** This policy outlines the actions, conduct, behaviour, and expectations of all staff

employed and approach that Care Stream will take with any breaches of this policy

**Document owned by:** Care Stream Limited

**Implementation date:**

**Review date:**

**Next review date:**

**Authors:**

# Policy Statement

Care Stream believes that all residents 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 residents in ways that respects these rights. This code of conduct details expected standards of behaviour, in general and to ensure that employees work with residents in such a way as to maintain these rights.

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

# The Policy Behaviour

* To always conduct yourself in a professional manner and communicate with respect and with integrity.
* Workers will not smoke in the homes and when outside this will be in the appropriate designated areas
* Workers will not drink alcohol whilst on duty, nor be under the influence of alcohol when reporting for duty.
* Workers will not bring any other person, for whom they are responsible for, into the establishment whilst on duty without written authorisation from the manager or their representative.
* Staff will always keep in their possession their staff identity card.

# Dress and Infection Control

* Workers will ensure that their personal hygiene is satisfactory before coming on duty.
* Workers will be smart in appearance and dress appropriately for the tasks they are to carry out.
* Disposable gloves and disposable aprons will be used for all personal care.
* Hair will be tied back if longer than shoulder length.

# Confidentiality

* Staff must conform to Care Stream’s Confidentiality Policy in all dealings with residents.
* Staff interactions with stakeholders, families and external professionals is always professional and a good representation of Care Stream.
* Any concerns will be raised through the correct reporting procedures. E.G whistleblowing

# Equal Opportunities

* All workers will be treated equally and fairly, regardless of their race, nationality, ethnic or natural origin, religion, marital status, sexuality, or disability.
* All Residents must be treated in the above manner by workers.

# Timekeeping

* Workers will begin and end their shift at the times allocated on the staff rota; failure to do so could lead to subsequent disciplinary action.
* Workers will punch in and punch out for the allocated shift at the project as this generates the timesheet and failure to do so may impact on the receipt of the correct pay.

# Gifts and Gratuities

* Workers must not accept gifts, tips or gratuities from residents without prior written approval from the organisation.

# Wills

* Workers must decline to be a signatory, beneficiary, or executor to/of a resident’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 a resident; this includes catalogue shopping and similar means of purchase.
* When shopping for residents, workers will not claim these purchases on their own 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 resident

# 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 resident without prior written approval from the organisation.
* Workers will not undertake any financial transactions either for or on behalf of a

resident, except those detailed in the resident’s care or support plan.

# Personal Relationships

* Workers will, always, maintain a proper, professional relationship with the resident, avoiding emotional and physical familiarity.
* Workers who find themselves becoming personally involved with a colleague or person being supported must notify the director of operations immediately so that appropriate action can be taken after discussion with all involved and their representatives, and the worker.
* Workers should not share personal details such as mobile phone numbers, address or have social media contact with anyone we support or their families.

**Behaviour when Off Duty**

* Workers must be mindful not to breach confidentiality or professional boundaries when off duty.
* Work issues must not be discussed or disclosed to any third party whilst off duty.
* Workers must be mindful not to talk about any individuals or colleagues whilst socialising, especially in public places where their conversation may be overheard.
* Workers must ensure that all paperwork relating to their work is stored safely and out of sight, even at home.
* Any breaches of this policy must be reported immediately.

Any breaches to the code of conduct by any employee will result in the disciplinary procedure being exercised.