



POSITIVE FUTURES

Achieving dreams. Transforming lives.

Name of Policy:	Code of Conduct and Practice Policy		
Lead Person:	HR Director		
Next Review Date:	18.06.23		
Change Record			
Issue Date	Nature of Change	Ratified by	Date ratified
01.08.17	First issue		
18.06.20	Updated to reflect HSE Code of Standards and Behaviour and detail expectations around maintaining appropriate relationships	Directors	17.06.20

Signed: Emma Hogg, Executive Assistant

Date: 18.06.20

Code of Conduct and Practice Policy

Aim

To clarify the conduct expected of staff and volunteers (including HomeShare Hosts) in order to ensure that they are working to the required standards and within the Values of the organisation.

Context

Positive Futures requires the highest standard of professionalism, engagement and kindness from staff and volunteers. All staff and volunteers are responsible for ensuring their conduct does not fall below the standards set out in this policy and that everything they do supports the wellbeing and quality of life of the people we support and the reputation of the organisation.

Policy Statement

All aspects of the Code of Conduct below are relevant for all staff and volunteers (including HomeShare Hosts).

Code of Conduct

You will:

- 1. Protect the rights and promote the interests of the people we support and their families / carers. You will also recognise that the views of the people we support and their families / carers may differ, thus potentially presenting professional dilemmas which you will be flexible in managing.**

This includes:

- Treating each person as an individual.
- Respecting and, where appropriate, promoting the individual views and wishes of both the people we support and their families / carers.
- Supporting the rights of the people we support to control their lives and make informed choices about the services they receive.
- Respecting and maintaining the dignity and privacy of the people we support.
- Promoting equal opportunities for the people we support, their families / carers.

- Respecting diversity and different cultures and values.

2. Strive to establish and maintain a relationship of trust and mutual respect with the people we support, their families / carers.

The relationship is:

- Courteous and provides for a situation where person centred support can be identified and developed.
- When right relationship exists, trust naturally follows, and it is possible to provide a safe and respectful service.
- When the right relationship does not exist, a person we support is more vulnerable and exposed to abuse, neglect and discrimination.
- The right relationship may be deepened by shared experience and interventions and, over time, may become friendly and mutually considerate.
- It will always be within the professional boundaries of respect and positivity.

This includes:

- Creating a positive working relationship with the people we support.
- Demonstrating a courteous and respectful approach to that relationship.
- Providing encouraging companionship and support.
- Promoting in people we support their self-confidence, their image and competence.
- Advocating on behalf of the person we support where self-advocacy may not be possible.
- Maintaining the essential professional boundaries.
- Creating and sourcing situations where the people we support have opportunities to develop meaningful natural relationships that are not reliant on staff.
- Being truthful and accurate when completing documents and records.
- Ensuring that records belonging to the people we support / the organisation are not removed or accessed without due authority or permission.
- Being honest and trustworthy.
- Completing all records accurately and within agreed timescales.
- Communicating in an appropriate, open, accurate and straightforward way.
- Being able to communicate clearly in the English language, both verbally and in writing.

- Accepting the direction of your managers and registering any disagreement you have in a respectful manner.
- Respecting confidential information and clearly explaining our policies about confidentiality to the people we support, their families / carers.
- Being reliable and dependable.
- Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why to the people we support, their families / carers.
- Declaring issues, including dissatisfaction, that might create conflicts of interest and making sure that they do not influence your judgement or practice.
- When you say you are absent due to sickness, not to be involved in any other work or activities which are inconsistent with the reason for your absence and/or which are unlikely to be conducive to recovery; following our absence management procedures and reporting requirements.
- Keeping to our policy and associated guidance (e.g. relevant Handbooks for the people we support) about accepting gifts and money from people we support, their families / carers.

You must not:

- Falsify the time or attendance records for yourself, a colleague or encourage a colleague to take such action on your behalf.
- Alter, mutilate, destroy, or retain any records or documents except in accordance with our stated policy.

3. Promote the independence of the people we support while protecting them, as far as possible, from danger or harm.

This includes:

- Promoting the independence of the people we support and empowering them to understand and exercise their rights.
- Using established policies and procedures to assess, respond to and report abusive, discriminatory or exploitative behaviour and practice in line with Children First and Safeguarding Policies and Procedures.
- Following policies and procedures designed to keep you and other people safe from violent and abusive behaviour at work.
- Bringing to the attention of your line manager or appropriate authority without delay anything that might impact negatively on the delivery of safe “care” / support including resource or operational difficulties.

- Informing your line manager or appropriate authority without delay where the attitude or practice of colleagues may be unsafe or adversely affects standards of “support”.
- Complying with Positive Futures’ Health and Safety policies, including those relating to substance abuse.
- Not carrying any form of weapon, explosive or inflammable substance onto any premises used without permission.
- Recognising and using responsibly the influence from your engagement with the people we support and their families / carers.

4. Respect the rights of the people we support while seeking to ensure that their behaviour does not harm themselves or other people.

This includes:

- Recognising that the people we support have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others.
- Following the Positive Behaviour Management Policy and Procedures accordingly.
- Following Risk Assessment Policies and Procedures to assess whether the behaviour of the people we support presents a risk of harm to themselves or others.
- Taking necessary steps to minimise the risks to the people we support from doing actual or potential harm to themselves or other people.
- Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.

5. Uphold public trust and confidence in our Services

In particular, you must not:

- Abuse, neglect or harm the people we support, their families / carers or colleagues.
- Tolerate potential abuse, neglect or harm that maybe witnessed or suspected.
- Exploit the people we support, their families / carers or colleagues in any way.
- Address the people we support, their families / carers or your colleagues in anything other than a respectful manner.
- Abuse the trust of the people we support, their families / carers or the access you have to personal information about them or to their property, home or workplace.

- Form inappropriate personal relationships with the people we support and their families / carers, thereby potentially crossing professional boundaries.
- Discriminate unlawfully or unjustifiably against the people we support, their families / carers or colleagues.
- Condone any unlawful or unjustifiable discrimination by the people we support, their families / carers or colleagues.
- Put yourself or other people at unnecessary risk.
- Distribute unauthorised pamphlets or literature.
- Place unauthorised documents on the notice board or remove or deface those documents placed with the authority of management.
- Gamble at the workplace.
- Misuse Company resources e.g. abuse, deface or wilfully damage property, use Positive Futures' telephones for personal calls except in cases of emergency, use work time for personal projects or activities, gain unauthorised entry into Positive Futures' computer systems.
- Commit fraud or misappropriation of funds or resources.
- Behave in a way, in work or outside work, which could call into question your suitability to work for Positive Futures.
- Use social media or social networking sites or other forms of electronic communication in a way that contravenes Positive Futures' policy.

In addition:

- You must ensure that you demonstrate a positive attitude about the work of the organisation.
- You must follow all reasonable orders, instructions or contractual requirements given by your line manager or above.

6. Be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

This includes:

- Meeting relevant standards of practice and working in a lawful, safe and effective way.
- Taking personal and collective responsibility for quality improvement and safety in line with your job role.
- Being personally responsible for your actions and able to explain and account for your actions and decisions.
- Maintaining clear and accurate records as required by procedures established for your work.

- Informing us in a timely manner about any personal difficulties that might affect your ability to do your job competently and safely.
- Informing any relevant registering body and Positive Futures at the first reasonable opportunity if your fitness to practice has been called into question. This includes ill health that affects your ability to practice, criminal convictions, disciplinary proceedings and findings of other regulatory bodies or organisations.
- Seeking assistance from us if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter, or are dissatisfied with your work place.
- Helping the people we support and their families / carers to make complaints; taking complaints seriously and responding to them or passing them to the appropriate person.
- Working openly and cooperatively with colleagues and treating them with respect. This includes providing full and prompt explanations of incidents to your manager.
- Cooperating with any investigation or formal inquiry into your conduct, the conduct of others or the care provided to a person we support.
- Sharing knowledge and experience with others as appropriate.
- Recognising that you remain responsible for the work that you have delegated to others.
- Recognising and respecting the roles and expertise of colleagues from other agencies and working in partnership with them.
- Undertaking relevant training to maintain and improve your knowledge and skills in line with your job role.
- Contributing to the learning and development of others and the collective knowledge and experience of Positive Futures.
- Sharing responsibility with your supervisor / trainer for your learning in supervision and training.
- Participating in regular Person Centred Supervision sessions with your line manager.