

## CODE OF CONDUCT FOR CARE SUPPORT STAFF

1. Care Workers must abide by all Policies, Procedures and Codes of Practice laid down by the Agency. Care Workers will be accountable for the quality of the care service that they deliver to the client, and undertake responsibility for maintaining and strengthening their knowledge and skills.
2. Care Workers must act with honesty, integrity and with respect for the client's home and property.
3. Care Workers are expected to carry out their duties so as to promote and safeguard the client's health, well-being, rights and interests. This must include informing their immediate Supervisor or Manager of any perceived or suspected deterioration in a client's physical, social or mental condition or behaviour.
4. Care Workers must at all times respect and safeguard the privacy of the client. Confidential information must not be disclosed to any third party without the written consent of the client or appointed advocate unless it is considered to be in the best interests of the client'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.
5. Care Workers must not be involved in any action that may prejudice the Service, or damage the reputation of the Agency, or generally diminish the confidence of the public.
6. Care Workers must at all times respect and promote the dignity and independence of the client, and of the rights of the client to take risks and to make informed choices regarding his / her care and welfare.
7. Care Workers must not discriminate against any client 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 client must be respected.
8. Care Workers must present themselves professionally at all times. This include abiding with the dress code of the Agency and wearing their badges whenever they are on duty. The Agency dress code as discussed during the face to face interview is to wear a white top(Shirts, T-Shirts, Polo Shirts or Blouse with no brand name written on them), Black trousers or Black Skirts(long - below the knee) and black working shoes. No coloured dress, sandals, trainers or boots, caps, hats or headgears or headscarf (unless for religious purposes) are allowed.
9. Care Workers must act totally professionally with respect to the relationship with the client.

This will apply not only to relationships with peer members and other colleagues within the Agency, but also with other health and social care professionals with whom they may come into contact as part of their duties.

It is recognised that close relationships can develop between Care Workers and clients but Care Workers should be remain mindful of the need to preserve the professional nature of the relationship. Assigning a Care Worker to a client where that Care Worker is related to that client should also be discouraged unless the client has specifically requested the Care Worker in question.

10. Care Workers have a duty to ensure that each client is aware of the Agency's Complaints Procedure, and how to use it. If the Care Worker receives a complaint from a client he/she must notify their immediate Supervisor or Manager.
11. Care Workers, 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 client.
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.

### DUTIES & ACTIVITIES NOT TO BE UNDERTAKEN BY CARE STAFF

1. The Care Worker must **NOT** administer medication to the client without undergoing proper training in the specialised techniques involved in medicine administration. The degree of involvement that the Care Worker is expected to have will be established at the client assessment stage. Where medication is not taken, either deliberately or as an oversight, the Care Worker must record this in the daily notes. Where a pattern of not taking medication is established, the matter should be reported to the Manager or Supervisor for appropriate action.
2. Similarly, where the client is receiving on-going medical / nursing care the Care Worker must not become actively involved unless he / she is properly qualified to do so. Again, the degree of involvement that the Care Worker is expected to have will be established at the client assessment stage. Other than this the Care Worker may be required to offer personal assistance to the client, which may include disposing of syringes (for self-injecting clients) and the emptying of commodes.
3. The Care Worker must not directly accept keys to a client's home.
4. The Care Worker must only accept money from a client for shopping etc. in accordance with the Agency policy. Care Workers should not take client's money for an extended period of time, though small amounts (up to £10) may be taken home overnight if it is intended to shop for the client the following day. In **ALL** such cases receipts for such monies **MUST** be given to the client.
5. With respect to the client's monies and other personal property, the Care Worker **MUST NOT**:
  - 5.1 borrow money from a client, or become involved in lending money to a client;
  - 5.2 take any responsibility for looking after a client's valuables, selling or otherwise disposing of goods belonging to the client;
  - 5.3 become involved in betting syndicates (such as the lottery or football pools) with the client.
  - 5.4 incur any liabilities on behalf of the client;
  - 5.5 become involved in selling any personal goods or services to the client;
  - 5.6 make use of the client's property, e.g. telephone, for his / her personal use;

# ROYACARE

## Setting the Standard

- 5.7 make use of personal loyalty cards when incurring expenditure on behalf of the client (NB clients' own loyalty cards may be used at the client's discretion, and wholly for the benefit of the client);
- 5.8 accept any direct payment from the client for services rendered;
6. The Care Worker should not accept food from the client for a meal which the Care Worker would normally provide for himself / herself. Food for personal consumption should not be taken to a client's home without the client's permission.
7. Cleaning duties outside those specified in the Contract, e.g. spring cleaning should not be undertaken without special permission from the Manager or Supervisor.
8. The Care Worker should not smoke or consume alcohol while in the client's home, or on duty, even if invited to do so.
9. The Care Worker must not bring other members of their family, e.g. children, or any other unauthorised persons into the care home or client's home. Similarly, the Care Worker must not bring pets.
10. Gifts should not be accepted from a client. This does not include the normal hospitality of a cup of tea, etc., if this is offered. The Care Worker must remain sensitive to the client wanting to thank them for the help they have been given, but remain mindful of the Company Policy towards gifts and gratuities.
11. The Care Worker must not carry out their duties in an unoccupied house. If the client is absent when the Care Worker calls, and assuming that the Care Worker has a key, then this must be reported immediately to the Manager or Supervisor.
12. The personal affairs of other clients of the service or in the care home must not be disclosed under ANY circumstances to another client or any other third party.