



GIFTED

HEALTHCARE - STAFF CODE OF CONDUCT

The GIFTED Code of Conduct describes the standards of behaviour and attitudes expected of everyone working within the organisation at any time, as they carry out their day to day activities.

It is each individual's *personal responsibility* to meet these standards, so that the client and service users we support, colleagues, and all who come into contact with GIFTED employee, can be assured of an appropriate and professional approach at all times. The Code of Conduct will complement other professional Codes to which employees subscribe.

The Code of Conduct has the status of a Policy document, and all employees are expected to adhere to the standards described; failure to do so may result in disciplinary action. The Code has eight key areas:

1. **Respect**
2. **Honesty and openness**
3. **Behaviours and appearance**
4. **Confidentiality**
5. **Professional boundaries**
6. **Managing risk**
7. **Personal responsibility, effectiveness and competence**
8. **Organisational reputation**

1. Respect

- Respect will first and foremost mean that we listen to and consult with the clients we support about their lives, establishing and maintaining a good relationship
- We will respect the service user's home (Care Home, Home, Supported Living Housing, Extra Care Housing e.t.c) and recognise them as ultimate 'employer'and the reason we work.
- We will be 'present' at work with service users and be *alert and proactive* with regard to their needs
- We will *not* talk over or about them or use personal mobiles and messaging systems in front of them and/or when we should be working.
- We will always be courteous and professional in any face to face meetings and discussions, as well as in written communications, including email and text.
- Diversity should be recognised as a positive strength. We will not tolerate racist, sexist, homophobic, or any other discriminatory attitude or behaviour and this will be challenged appropriately.

2. Honesty and openness

- Open and honest relationships are to be the norm, contributing to a climate where opinions can be aired in appropriate forums, and where feedback is given constructively and received positively. In this way we will continuously improve what we do in support of the various people we care for.

3. Behaviours and appearance

- We will always present ourselves in a clean and tidy manner, dressing appropriately according to our staff handbook



- We will be aware that some of the service users we care for are autistic and may have hypersensitivity to certain smells, e.g. perfume etc.
- We will not argue, shout or swear whilst at work whether in a service user's home or in the community.

4. Confidentiality

- We will always maintain professional standards of confidentiality in our work with people we care for, and also with colleagues and other organisations as appropriate.
- We will never make adverse or personal comments about service users, colleagues, or GIFTED by text, social networking or any other inappropriate media.
- We will ensure files, records and other information is always appropriately held and stored in order to protect the privacy and safety of others and the reputation of the organisation.

5. Professional boundaries

- Our relationship with service users, families and colleagues is professional, not personal. We will establish and maintain clear personal/sexual boundaries at all time with people supported, and their families/carers.
- Staff will not have personal or sexual relationships with service users and or family members.
- Staff will not take service users to their own homes or the homes of relatives or friends
- Staff will not invite relatives or friends into any service user's home
- Staff will not meet with their own friends or relatives whilst supporting service users.
- We will always declare any information which might create a conflict of interest, or which might be seen to influence decision making.
- Any gifts, favours or hospitality offered to any employee or group of employees will be declared, as these might be interpreted as influencing actions and decisions. *Any* monetary gift or donation must always be declared to the Manager/Senior Manager and any gift will be similarly declared.
- We will work within our own professional boundaries, recognising when advice or guidance from a specialist or more senior person is needed and seeking this

6. Managing risk

- We will act *without delay* if we believe the physical environment, or any action or behaviour is putting anyone at risk. This means we will take direct action or report the matter to others, as appropriate.
- We will not be risk averse in ways which restrict the development of individuals we support, but will use our knowledge of the person and personalise risk assessment to support their development

7. Personal responsibility, effectiveness and competence

- We will work to a high standard following GIFTED systems, policies and processes
- We will be committed to an active approach to maintaining our professional knowledge and competence through updating our knowledge and skills as required through training and other development activity.
- We will attend and be on time and prepared for all meetings and other appointments.
- We will attend all training specified, being on time, and well equipped and prepared for the sessions
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8. Organisational reputation

- We will always act in the best interests of GIFTED, in order to achieve its objectives and maintain its reputation.
- We will at all times as an employee of GIFTED consider the effect of our behaviours and attitudes on the reputation of the organisation and the impact on people we support.

I have read, understood and agree to follow the standards described in the code of conduct

Print
Name:

Signature:

Date:
