

Code of Conduct Staff and Volunteers



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1	New Policy, New information.	SW	June 2023

Code of Conduct

In addition to the *Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England*, Coverage Care Services Ltd has a Code of Conduct for all employees and Volunteers which outlines the principles, values, behaviours, and relationships that we consider important in our daily working lives.

Aims and Objectives

The aims of the Code of Conduct is to ensure staff and volunteers understand our expectations, and that colleagues treat each other and our residents professionally and with respect.

The policy objective is to outline the behaviours we expect staff to exhibit at work.

Roles and responsibilities

It is the responsibility of the Executive Management Group (EMG) to ensure that policies and procedures in place for the management of all staff are in accordance with relevant legislation and to monitor and review their effectiveness.

It is the responsibility of the line manager to ensure staff understand Coverage Care's policies, procedures, practices and ethics and are able to demonstrate our Values in their working lives.

It is the responsibility of staff to ensure that they have read and understood company policies and procedures and that they act within the principles laid out in these.

It is the responsibility of HR to support the line managers to deliver their service effectively and efficiently.

General Conduct

Employees should always maintain professional and appropriate standards of conduct in line with Coverage Care's Professional Boundaries and Relationships at Work Policy and are expected to:

- carry out duties in accordance with Coverage Care's policies and procedures.
- observe the terms and conditions of their Contract of Employment
- take care in respect of the health and safety of colleagues and residents
- comply with all reasonable instructions given by managers
- show courtesy, kindness, efficiency, reliability, sobriety and punctuality
- act in good faith and in our best interests and those of our residents
- avoid any financial or other obligation to an individual or an organisation which might influence them in their work
- make any decisions in the course of their work, including making job offers or awarding contracts, based solely on merit
- be able to objectively justify and accept accountability for their decisions and actions
- declare any private interests which might affect their work with Coverage Care
- if in a managerial position, support and promote these principles by their leadership and example.

Respect and Dignity

Each of our residents has different needs and expectations and is valued as an individual. We strive to get to know each person's background and ideas, wishes, likes and dislikes.

Care plans are personalised. These put the individual at the centre of their care. We enable residents to be as independent as possible and respect their views, choices, privacy and dignity. Working in this way reduces the risk of someone being treated in a way that is degrading or harmful.

Having care assistants or nurses present during intimate acts of daily living can feel an undignified invasion of privacy. There are many ways that a resident's privacy or dignity could be compromised; here are some examples of situations and how to act appropriately:

- When entering a resident's room, staff should always knock and wait to be invited to enter.
- When re-arranging clothing, be conscious of the person's modesty.
- When there is a need to touch an individual to help them wash or something similar, always get permission first and explain beforehand what will happen.

Communication

The way people communicate is central to upholding dignity of individuals and forming and maintaining positive relationships. Body language, words and tone are all indicators of communicating with respect, courtesy, and integrity.

Effective relationships must be built between staff and residents so that concerns can be identified, and dignity preserved. Staff must be aware of non-verbal clues; the loss of familiar environments may result in feelings of sadness and confusion along with a loss of privacy, dignity, and confidence.

Staff must not engage in banter, make derogatory comments, or gossip about residents or colleagues and should respectfully challenge any such behaviours in others.

It is essential that an employee's personal views do not impact a resident's decision. Information provided should be factual and objective. If a resident's decision-making process is influenced (even unintentionally), it may result in them making a decision that is not right for them in an effort to please or to avoid conflict.

Staff must not discuss personal information in a public place. Always be mindful of people's privacy and only discuss confidential or personal information in private.

Professional Boundaries and Relationships at Work

Please refer to the Professional Boundaries and Relationships at Work Policy. Staff are expected to always behave in a professional manner at work. Coverage Care recognises that it can be hard not to form attachments in the close personal working environment we operate in. However, staff must maintain professional boundaries and always be mindful of the vulnerability of our residents.

Smoking / Vaping at Work

Please refer to the No Smoking Policy. Staff are not permitted to smoke or vape during their working hours on any premises owned or operated by Coverage Care, including gardens and around boundary fences. Staff are not permitted to go off site to smoke during paid break times and lunch times.

Uniform and Dress Code

Staff must present themselves at work in clean pressed clothing. Uniforms will be issued to all staff required to wear them. Uniforms should not be worn outside of work unless staff are on company business. When commuting, uniforms must be covered, and the outer garment removed when at work. Footwear should be comfortable, black and flat and have a covered washable front.

No jewellery other than plain stud earrings and plain wedding bands are permitted at work. Staff should discuss any desire to wear jewellery for religious or cultural reasons with their manager. Consent to wear such jewellery will not be unreasonably withheld. However, consideration must be made to the Infection Prevention and Control Policy and Procedures required in the work environment.

Hair should be tied back while on duty. Nails should be kept short and clean. Nail polish or false nails (including gel or acrylic) are not permitted for staff who provide frontline care. Any form of false eyelash is not permitted at work.

Mobile Phone Use

Staff are not permitted to use mobile phones or other electronic communication devices during work hours unless they are supplied by us for work purposes.

Devices should be stored in the lockers provided. Use is permitted during scheduled breaks and lunch breaks, in the designated staff rooms or designated break areas only. Staff must follow infection control procedures before returning to work duties.

Staff must advise their line manager if there is a genuine and urgent reason that means that they need to be contacted at work.

Staff must ensure that they do not make or receive calls whilst they are driving on the company's business unless they are parked with the engine switched off.

Infection Control

Coverage Care enforces rigorous infection control procedures, and all staff must complete mandatory training about this before they are permitted to work in one of our homes.

If a member of staff suspects they, or any members of their household, have any serious transmittable disease, they should let their manager know immediately.

Financial Conduct

Staff working for us work in an environment of trust. Procedures are in place to protect both our residents and our staff. Staff should always act with integrity and without benefit to themselves.

When handling resident's money, for example when doing shopping for them, staff must exercise particular care and comply with the Homes Financial Procedures for the safe handling of residents' funds.

Confidentiality

Please refer to the GDPR Policy. Staff will acquire information about Coverage Care's residents, employees, and business activities during their work. Information must not be disclosed to any third party, before, during or after employment other than in the correct performance of duties. This includes the disclosure of names of residents and family members. The only exceptions to this will fall within the guidelines set by The Public Interest Disclosure Act.

Staff must not remove any software or files from their place of work without the prior permission of their manager.

Re-directing residents or potential residents to other parties against Coverage Care's interests will be viewed as gross misconduct and be investigated under the Disciplinary Policy. Action taken may include summary dismissal.

Review and update

The HR Department will be responsible for reviewing this policy every three years or where changes to legislation impact on the policy.