



# Yowsun Care Code of Conduct for Workers Policy

This policy is a Yowsun care Code of Conduct for Workers policy, concerned with how all staff members present themselves and behave while carrying out their duties.

## CODE OF CONDUCT FOR WORKERS

### Regulation 14 Outcome 23 (Supporting Workers) Welcome Independent Living Ltd

#### Policy Statement

Yowsun Care believes that all service users have a right to:

- Privacy.
- Dignity.
- Freedom of choice.
- Control over what happens in their own home.
- Independence.
- Fulfilment.
- Integrity.

All Workers must treat service users in such a way that respects these rights. This Code of Conduct sets down the expected standards of behaviour in general and in particular to ensure that Workers work with service users in such a way as to maintain these rights. All staff will be issued with a copy of the General Social Care Councils Code of Practice for Social Care for Employers and Workers (now issued by Skills for Care) and the Skills for Care Code of Conduct.

These should be used as a cross referencing guide for this policy

#### Aim of policy Behaviour

- 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 when they are on duty without written authorisation from the manager or their representative.

#### Identity Cards

Workers will wear their identity card at all times

#### 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 latex gloves and disposable aprons will be used for all personal care work.

- Hair will be tied back if longer than shoulder length.

## **Confidentiality**

In all dealings with the service user and Yowsun Care, the staff member must observe the organisations Confidentiality Policy.

## **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. Yowsun Care requires all Workers to treat all service users in the same way.

## **Time Keeping**

Workers will begin and end their shift at the allocated times on the staff rota. - Failure to do so could lead to subsequent disciplinary action.

## **Gifts and Gratuities**

Workers must not accept gifts, tips or gratuities from service users without prior written approval from Yowsun Care.

## **Wills**

A Worker will decline to be a signatory to, or beneficiary or executor of a service user's Will.

## **Purchases and Sales**

- Workers or their friends, relatives or acquaintances will not, under any circumstances, purchase any item of whatever size or value, from a service user, including catalogue shopping and similar means of purchase.
- Workers or their friends, relatives or acquaintances will not, under any circumstances, offer to sell any item of whatever size or value, to a service user, including items from catalogues or similar.
- When shopping for service users, Workers will not claim these purchases on their own bonus or loyalty cards.
- Workers or their friends, relatives or acquaintances will not borrow any money or goods from or lend money or goods to a customer.

## **Medication**

Workers will not, under any circumstance, purchase, collect or assist in giving any proprietary or prescribed medication, except in accordance with Yowsun Care Medication Policy.

## **Appointee and Financial matters**

- Workers will not, act as appointees, or in any other official capacity, for, or on behalf of, the service user without prior written approval from Yowsun Care.

- Workers will not undertake any financial transactions for, or on behalf of, a service user except those set down in the service user's Care or Support Plan.

### **Personal relationships**

- Workers will at all times maintain a proper, professional relationship with the service user, avoiding emotional and physical familiarity.
- Workers, who find they are becoming personally involved with a service user, must notify the office manager immediately so that appropriate action can be taken after discussion with the service user, their representatives and the Worker.

### **Behaviour when on duty**

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

### **Training**

All workers will receive an induction into the service which includes an employee handbook and appropriate policies and procedures identifying the above. These areas will also be covered in Staff Supervision sessions as required.

This policy should be read in conjunction with the Monitoring and Accountability Policy

This policy will be reviewed by the Registered Manager.

<b>Title:</b>	Yowsun Care Code of Conduct for Workers Policy	<b>Page:</b>	
<b>Issue date:</b>	July 2020	<b>Version no:</b>	
<b>Review date:</b>	June 2021		