

HARPENDEN MENCAP

The voice of learning disability

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Code of Conduct Policy

Policy Statement

This organisation believes that all staff should act at all times in a professional and competent manner and with the best interests of service users in mind.

Harpenden Mencap adheres fully to the relevant sections of the following official documents:

Health and social care act 2008

Health and social care act 2008 (regulated Activities) Regulations 2014

Care Quality Commission (registration) regulations 2009

Code of conduct for Health Care Support Workers and Adult Social Care Workers in England (2013)

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning Harpenden Mencap's approach to the conduct of staff.

Code of Conduct Policy

Harpenden Mencap has a duty to service users to ensure that the staff who work for each of the services, act at all times in a professional and competent manner with their best interests in mind. Therefore all staff working for Harpenden Mencap must:

- Treat all Service users, other staff, relatives and visitors to the home with respect and courtesy
- Behave honestly and with integrity

- Act with care and diligence
- Comply with all applicable UK laws, Health and Safety Legislation, employment law legislation and other relevant codes of conduct.
- Comply with any lawful and reasonable direction given by a superior or member of Harpenden Mencap's management team.
- Maintain appropriate standards of confidentiality and data protection
- Take reasonable steps to avoid any conflict of interest (real or apparent) in connection with their employment
- Use the care services resources in an appropriate manner
- Not provide false or misleading information in response to a request for information that is made for official purposes in connection with employment
- Not make improper use of the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person.
- At all times behave in a way that upholds Harpenden Mencap's values, integrity and good reputation
- Not accept casual gifts or favors from service users, relatives or visitors.

Staff Whose First Language is Other than English

It is important that staff whose first language is not English do not cause offence to others by talking in a different language in front of colleagues and service users.

Where staff members' first language is not English they should only carry out conversations in their own language away from colleagues and service users. Persistent use of another language whilst carrying out care duties will be seen as disrespectful and uncourteous to service users and colleagues, who are accustomed to being communicated with in English. The use of another language whilst working could also have other consequences by compromising the Health and Safety of service users and others. Where Harpenden Mencap deems that a person's means of communication has affected the following, it will be treated as a disciplinary matter:

1. Causing offence as described above
2. Showing a lack of respect and not meeting the service users needs to be treated with dignity.
3. Putting a service user's safety at risk.

Signed: G. Wood

Date: May 2019

Policy review:

Implemented- October 2015

Reviewed and updated – December 2016
