

CODE OF CONDUCT

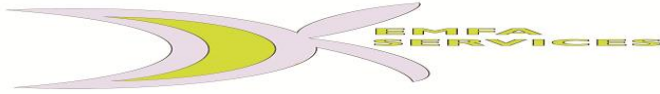
The Company's Code of Conduct and Rules are set out below. This covers the main standards of behaviour the Company requires from employees.

All employees are under a duty to comply with the standards of behaviour and performance required by the Company and to behave in a reasonable manner at all times.

Care Workers Code of Conduct

Care Staff undertaking Care Service activities with Service Users are required to be bound by the following Code of Conduct as a condition of employment with the Organisation. This Policy complies with the Skills for Care Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England as funded by the Department of Health.

1. Care Workers must abide by all Policies, Procedures and Codes of Practice laid down by the Organisation. Care Workers will be accountable for the quality of the care service that they deliver to the Service User and will undertake responsibility for maintaining and strengthening their knowledge and skills.
2. Care Workers must act with honesty, integrity and with respect for the Service User's home and property.
3. Care Workers are expected to carry out their duties so as to promote and safeguard the Service User's health, well-being, rights and interests. This must include informing the Care Manager of any perceived or suspected deterioration in a Service User's physical, social or mental condition or behaviour.
4. Care Workers must at all times respect and safeguard the privacy of the Service User. Confidential information will not be disclosed to any third party without the written consent of the Service User or appointed advocate unless it is considered to be in the best interests of the Service User'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 Manager.
5. Care Workers must not be involved in any action that may prejudice the Service, or damage the reputation of the Organisation, or generally diminish the confidence of the public.
6. Care Workers must at all times respect and promote the dignity and independence of the Service User, and of the rights of the Service User to take risks and to make informed choices regarding his/her care and welfare.
7. Care Workers must not discriminate against any Service User 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 Service User must be respected.

8. Care Workers must act totally professionally at all times. This will apply not only to relationships with peer members and other colleagues within the Organisation, but also with other health and social care professionals with whom they may come into contact as part of their duties.

9. Care Workers must act totally professionally with respect to the relationship with the Service User. It is recognised that close relationships can develop between Care Workers and Service Users but Care Workers should remain mindful of the need to preserve the professional nature of the relationship. Assigning a Care Worker to a Service User where the Care Worker is related to that service user should also be discouraged unless the Service User has specifically requested the Care Worker in question.

10. Care Workers must not take any unauthorised person, be it a member of their own family, adult, child or friend to the home of a Service User at any time.

11. Care Workers must not take a pet to the home of a Service User at any time.

12. Care Workers must not during their employment take steps to enter into private arrangement in relation to the provision of personal care with any Service User to whom you have provided personal care in the course of your employment, whether on your own account or on behalf of any other business, nor shall you solicit or induce any other employee to do so. This is also clearly stated in your terms of contract. Any intention of this nature during your employment will be treated as an act of gross misconduct.

13. Care Workers have a duty to ensure that each Service User is aware of the Company's Complaints Procedure, and how to use it. If the Care Worker receives a complaint from a Service User he/she must notify the Care Manager.

14. Unless employed directly as a Nurse, a Care Worker, 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 Plan for a Service User.

15. 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.