



Standards of Conduct, Performance and Ethics

All staff must:

- Promote and protect the interests of our service users and other staff members.
- Communicate appropriately and effectively.
- Work within the limits of your knowledge and skills.
- Delegate appropriately - when required.
- Respect Confidentiality.
- Manage Risk.
- Report concerns about safety.
- Be open when things go wrong
- Be honest and trustworthy
- Keep the required records of tasks done on the App and in the care plan folders.

What the standards mean for different groups

If you are receiving care from Dementia Care TLC, or you might do so in the future, the standards will help you to understand how our Carer's should behave towards you. The standards also apply to how you should behave to our Carers.

On the rare occasions that something goes wrong, anyone can raise a concern. We can then take action when there are serious concerns about a Carer's knowledge, skills or behaviour.

We use the standards of conduct, performance and ethic's to help us decide whether we need to take action to protect our Service Users.

As a member of staff, you must make sure that you are familiar with the these standards and that you continue to meet them. You will need to sign a declaration to confirm that you have read them and will abide by them.



As a Carer, you are personally responsible for the way you behave. You will need to use your judgement so that you make informed and reasonable decisions and meet these standards. You must always be prepared to justify your decisions and actions.

Making informed and reasonable decisions might include asking for advice and support from colleagues and other professional bodies (such as District Nurse's, Pharmacists and Doctors). We recognise the valuable role in professional bodies play in providing guidance and advice about good practice, which can help you to meet these standards.

THE STANDARDS

1. Promote and protect the interests of Service Users

Treat Service Users with respect.

- 1.1 You must treat service users as individuals, respecting their privacy and dignity.
- 1.2 You must work in partnership with service users, involving them where appropriate, in decisions about their care.
- 1.3 You must encourage and help service users, where appropriate to maintain their own health and well-being, and support them to make informed decisions.

Make sure you have consent.

- 1.4 You must make sure that you have consent from service users (or their representative) before you provide care or administer prescribed medications.

Challenge discrimination.

- 1.5 You must not discriminate against any Service User (or their representative), or any colleague by allowing your personal views to affect your professional relationship or the care you provide.
- 1.6 You must challenge colleagues if you think that they have discriminated against or are discriminating against service users, their representatives or another colleague.



Maintain appropriate boundaries

- 1.7 You must keep your relationship with service users and their representatives professional at all times.

2. Communicate appropriately and effectively

Communicate with service users

- 2.1 You must be polite and considerate.
- 2.2 You must listen to service users and take account their needs and wishes.
- 2.3 You must give service users the information that they want or need in a way that they can understand.
- 2.4 You must make sure that, where possible, arrangements are made to meet the service users language and communication needs.

Work with colleagues

- 2.5 You must work in partnership with colleagues, sharing your skills, knowledge and experience where appropriate for the benefit of the service user.
- 2.6 You must share relevant information, where appropriate, with colleagues and other professional bodies involved in the care of the service user.

Social media and networking websites

- 2.7 You must use all forms of communication appropriately and responsibly, including social media and networking websites (Please refer to the Social Networking policy).

3. Work within the limits of your knowledge and skills

Maintain and develop your knowledge and skills

- 3.1 You must keep your knowledge and skill up to date and relevant by completing the Care Skills before you start within the community and as they come up for renewal on an annual basis.



4. Delegate appropriately

Delegation, oversight and support

- 4.1 Managers may only delegate work to someone who has the knowledge, skills and experience to carry it out safely and effectively.
- 4.2 Managers must continue to provide appropriate supervision and support to those they have delegated work to.

5. Respect confidentiality

Using information

- 5.1 You must treat information about any service user as confidential.

Disclosing information

- 5.2 You must only disclose confidential information if:
 - a) You have permission
 - b) The law allows this
 - c) It is in the service user's best interest.

6. Manage Risk

Identify and minimise risk

- 6.1 You must take all reasonable steps to reduce the risk of harm to service users and colleagues as far as possible.
- 6.2 You must not do anything or allow someone else to do anything which could put the health or safety of a service user or colleague at unacceptable risk or danger.

7. Report concerns about safety

Report concerns

- 7.1 You must report any concerns about the safety or well-being of a service user promptly and appropriately to your line manager or the office.
- 7.2 You must support and encourage others to report concerns and not prevent anyone from raising concerns.



- 7.3 You must take appropriate action if you have concerns about the safety or well-being of children or vulnerable adults.
- 7.4 You must make sure that the safety and well-being of service users always comes before any professional or other loyalties.

Follow up concerns

- 7.5 Managers must follow up concerns they have received and, if necessary, escalate them.
- 7.6 Managers must acknowledge and act on concerns raised by you, investigating, escalating or dealing with those concerns where it is appropriate.

8. Be open when things go wrong

Openness with service users and family members

- 8.1 You must be open and honest when something has gone wrong with the care that you are providing for a service user.
 - a) Informing the service user or where appropriate their family that something has gone wrong.
 - b) Apologise
 - c) Taking action to put matters right if possible and
 - d) Making sure that service users, or where appropriate their family, receive a full and prompt explanation of what has happened and likely effects.

Deal with concerns and complaints

- 8.2 You must support service users and family who want to raise concerns about the care they have received.
- 8.3 You must give a helpful and honest response to anyone who complains about the care they have received.

9. Be honest and trustworthy

Personal and professional behaviour

- 9.1 You must make sure that your conduct justifies the service users trust and confidence in you.
- 9.2 You must be honest about your experience, qualifications and skills.



9.3 You must declare issues that might create conflicts of interest and make sure that they do not influence your judgement.

Important information about your conduct and competence

9.4 You must tell the **Managing Director or General Manager** as soon as possible if:

- a) You accept a caution from the police, or you have been charged with or found guilty of a criminal offence.
- b) You have previously been suspended or dismissed by an employer because of concerns about your conduct or competence.

9.5 You must co-operate with any investigation into your conduct or competence, the conduct or competence of others or the care provided to service users.

10. Keep records of your work

Keep accurate records

10.1 You must keep full, clear and accurate records for every service you care for by completing paper copies in the service users home file and on the App on your mobile.

10.2 You must complete all records promptly and as soon as possible after providing care

Keep records secure

10.3 You must keep records secure by protecting them from loss, damage or inappropriate access when transferring from a service users home to the office.