

# Code of Conduct

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## **The Code:**

The people in your care must be able to trust you with their health and wellbeing.

To justify that trust, you must

- make the care of people your first concern, treating them as individuals and respecting their dignity
- work with others to protect and promote the health and wellbeing of those in your care, their families and carers, and the wider community
- provide a high standard of practice and care at all times
- be open and honest, act with integrity and uphold the reputation of your profession and Rayson Homes.

You are personally accountable for your actions and any omissions in your practice and must always be able to justify your decisions. You must always act lawfully, whether those laws relate to your professional practice or personal life.

## **Make the care of people your first concern, treating them as individuals and respecting their dignity**

Failure to comply with this Code may bring your fitness to practise into question.

This Code should be considered together with Codes, rules, standards, guidance and advice provided by the Nursing and Midwifery Council and Skills for Care.

[www.nmc.org.uk](http://www.nmc.org.uk) and [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

## **Treat people as individuals**

- You must treat people as individuals and respect their privacy and dignity
- You must not discriminate in any way against those in your care
- You must treat people kindly, considerately and compassionately
- You must act as an advocate for those in your care, helping them to access relevant health and social care, information and support

## **Respect people's confidentiality**

- You must respect people's right to confidentiality ( verbally, records and photographs)
- You must ensure people are informed about how and why information is shared by those who are providing their care
- You must disclose information if you believe someone may be at risk of harm, in line with the law of the country

### **Collaborate with those in your care**

- You must listen to the people in your care and respond to their concerns and preferences
- You must recognise, respect and support the contribution that people make to their own care, health and wellbeing; promoting and supporting their independence
- You must make arrangements to meet people's language and communication needs
- You must share with people, in a way they can understand, the information they want or need to know about their health and wellbeing facilitating informed decision making

### **Ensure you gain consent**

- You must ensure that you gain consent before you begin any treatment or care
- You must respect and support people's rights to accept or decline treatment and care
- You must uphold people's rights to be fully involved in decisions about their care
- You must be aware of the legislation regarding mental capacity, ensuring that people who lack capacity remain at the centre of decision making, have advocates and are fully safeguarded
- You must be able to demonstrate that you have acted in someone's best interests if you have provided care in an emergency

### **Maintain clear professional boundaries**

- You must refuse any gifts, favours or hospitality that might be interpreted as an attempt to gain preferential treatment
- You must not ask for or accept loans from anyone in your care or anyone close to them
- You must establish and actively maintain clear sexual boundaries at all times with people in your care, their families and carers

## **Work with others to protect and promote the health and wellbeing of those in your care, their families and carers, and the wider community**

### **Share information with your colleagues**

- You must keep your colleagues informed when you are sharing the care of others
- You must work with colleagues to monitor the quality of your work and maintain the safety of those in your care
- You must facilitate new staff / students / others to develop their skills and competence

### **Work effectively as part of a team**

- You must work cooperatively within teams and respect the skills, expertise and contributions of your colleagues / multi-professionals
- You must be respectful of the position and responsibilities / accountability of others within the team, respectfully discussing differences of opinions and then taking any unresolved issues the home manager for resolution.
- You must be willing to share your skills and experience for the benefit of your colleagues
- You must consult and take advice from colleagues when appropriate
- You must treat your colleagues fairly and without discrimination
- You must make a referral to another practitioner when it is in the best interests of someone in your care

### **Delegate appropriately and effectively**

- You must establish that anyone you delegate to is able to carry out your instructions (knowledge, skills, equipment)
- You must confirm that the outcome of any delegated task meets required standards (quality and safety)
- You must make sure that colleagues to whom you have delegated responsibility receive adequate support and supervision

## **Manage risk**

- You must act without delay if you believe that you, a colleague or anyone else may be putting someone at risk
- You must inform someone in authority if you experience problems that prevent you working within this Code or other nationally agreed standards
- You must report your concerns in writing if problems in the care environment are putting anyone at risk

## **Provide a high standard of practice and care at all times**

### **Use the best available evidence**

- You must deliver care based on the best available evidence or best practice.
- You must ensure any advice you give is evidence based
- You must ensure that the use of any complementary or alternative therapies is safe and in the best interests of those in your care

### **Keep your skills and knowledge up to date**

- You must have the knowledge and skills for safe and effective practice (when working without direct supervision)
- You must recognise and work within the limits of your competence
- You must be aware of your own education and training needs and keep your knowledge and skills up to date throughout your working life
- You must take part in appropriate learning and practice activities that maintain and develop your competence and performance

### **Keep clear and accurate records**

- You must keep clear and accurate records of the discussions you have, the assessments you make, the treatment / medicines you give and how effective these have been for all people in your care
- You must complete records as soon as possible after an event has occurred
- You must not tamper with original records in any way
- You must ensure any entries you make in someone's paper records are clearly and legibly signed, dated and timed. (Entries made in someone's electronic records are clearly attributable to you)
- You must ensure all records are kept securely

## **Be open and honest, act with integrity and uphold the reputation of your Profession and Rayson Homes**

### **Act with integrity**

- You must demonstrate a personal and professional commitment to equality and diversity
- You must adhere to the laws of the country
- You must inform your Home Manager if your fitness to practise is called into question (e.g. on ground of health or having been accused of a criminal offences etc)
- RN's must inform the NMC if you have been cautioned, charged or found guilty of a criminal offence

### **Deal with problems**

- You must give a constructive and honest response to anyone who complains about the care they have received, referring to the person in charge / Home Manager as appropriate
- You must not allow someone's complaint to prejudice the care you provide for them
- You must act immediately to put matters right if someone in your care has suffered harm for any reason
- You must explain fully and promptly to the person affected what has happened and the likely effects
- You must cooperate with internal and external investigations

### **Be impartial**

- You must not abuse your privileged position for your own ends

### **Uphold the reputation of the organisation / your profession**

- You must not use your status to promote causes that are not related to health care
- You must cooperate with the media only when you can confidently protect the confidential information and dignity of those in your care
- You must uphold the reputation of your profession and Rayson Homes at all times