

## **POLICIES, PROCEDURES & GUIDELINES**

### **C3 – CODE OF CONDUCT**

#### **1. INTRODUCTION**

- 1.1 This code provides guidance and boundaries to all Together staff in their working relationships in projects, offices, at external events and in the community. It informs the people we support and external stakeholders of what they can expect from Together staff.

#### **2. CODE**

- 2.1 As a Together staff member you are expected to-
- Work in accordance with Together's values and in a way that enhances the independence and dignity of the people we support.
  - Work with others in a polite and pleasant manner and behave in a way which promotes good working relationships
  - Be sensitive to how others may perceive you; avoid language, behaviour or physical contact; which could be experienced as rude, bullying or over-familiar.
  - Treat everyone you come into contact with at work in a way which is not discriminatory or offensive and be prepared to challenge and be challenged if any discriminatory or offensive behaviour or language is used.
  - Whilst Together supports a person's right to self expression through their appearance, staff in a work context should be sensitive to the fact that certain forms of dress or body art (such as tattoos and piercings) could be experienced negatively by others. In some circumstances, personal style and dress may need to be modified and body art covered.
  - Body art or dress forms that have a significant religious, cultural or ethnic significance to an individual will need to be discussed with relevant line manager and the HR department. Please see OP11 Dress Code for further guidance.
  - Act in Together's interests towards achieving Together's aims and objectives.
  - Take responsibility for your own work, actions and learning, ask your supervisor or manager for help if experiencing difficulties, and contribute to finding solutions.

- Maintain appropriate confidentiality about people we are supporting, staff and Together. Whilst Together encourages the sharing of information and wishes to operate in an open atmosphere as possible, a balance must be struck between unnecessary secrecy and betraying the privacy of individuals. Consult your supervisor or senior if unsure and refer to IT9 Information Governance.
- Be reliable in time keeping, doing work as agreed and keeping appointments.
- Deal with money and all financial matters in a way which is open, honest and accountable and which follows Together Policies, Procedures and Guidance.
- Respect the wishes of the people we support about smoking in their homes and adhere to the Smoke free regulations.
- Be alert and be responsible. This rules out drinking alcohol at work or prior to coming to work. The only exceptions are special occasions like birthday or Christmas parties and while accompanying people on holiday when sensible amounts may be consumed. However while working in other organisation's premises, their policies may apply. Please see HR38 Alcohol, Drugs & Cigarettes and OP4 Working with Partner Organisations. The use of illegal drugs at or prior to work is never acceptable.
- Talk to your supervisor, manager or Senior Manager if you have concerns about the behaviour of another staff member or other professional.
- Be familiar with and follow all Together's policies, procedures, guidelines and code of practices relevant to your work. Please see OP4 Working with Partner Organisations if you regularly work in place where other organisation's policies apply.
- Exercise discretion in disclosing personal information and beliefs to the people we support, for example health problems and religious beliefs. Please see OP20 Disclosure and OP21 Boundaries for further information if you are working directly with people we support.
- Inform your manager immediately about any criminal convictions, cautions, reprimands or final warnings that you incur. Please see further advice from HR Department if needed.

### **3. CONDUCT AT EXTERNAL WORK-RELATED EVENTS**

- 3.1 Where staff are engaged in a work-sponsored/agreed activity away from their place of work-
- Together's Code of Conduct will still apply



- While on duty at such events Staff will be the public face of Together and, as such, should refrain from behaviour which would in other circumstances lead to disciplinary action.

#### **4. NON ACCEPTABLE BEHAVIOUR**

4.1 It is NOT acceptable for you to:

- Breach Together's policies on Confidentiality, Sexual Harassment, or Equal Opportunities, whether at work or while attending an external work-related event.
- Give gifts or receive gifts, loans or payments to/from the people we support, their relatives or friends, other than very small tokens of appreciation (but never money or vouchers) and these should be reported to the Line Manager who will record it. Where it might be considered appropriate for an individual staff member to accept a gift in order to share it with the team and/or the project, your manager must be informed and consulted first.
- Take your relatives, friends or pets to work other than when invited for special occasions.
- Provide additional contact or support to people in your own time, other than during authorised holidays.
- Provide your personal contact address or telephone numbers to people we support.
- Use a Together ID card for purposes not related to work if not current or valid.
- Have, encourage or allow personal or sexual relations between yourself and current users of your service. It is important to distinguish between friendliness and personal relationships with service users, which can be actually or potentially abusive. If unsure, talk to your supervisor.

4.2 Staff members should note that breaches of the code might lead to disciplinary action.

#### **5. CODE OF CONDUCT FOR HEALTHCARE SUPPORT WORKERS & ADULT SOCIAL CARE WORKERS IN ENGLAND**

5.1 The General Social Care Council (GSCC) was abolished on 1 August 2012 and their responsibilities for the previous code of practice were transferred to Skills for Care and Skills for Health.

5.2 Skills for Care and Skills for Health launched a new Code of Conduct for Adult Social Care Workers in England in March 2013. This was accompanied by new National Training Standards. These describe the



standards of conduct, and practice to which we should work. Together's own code of conduct complements these standards. All Together staff should read and understand these codes as they affect everyone who works in social care. Please see Appendix A: Code of Conduct for Social Care Workers (Skills for Health).

Appendix A: Code of Conduct for Health Care Support Workers and Adult Social Care workers in England (Skills for Health; 2013)