

SERVICE USER NOTICE COMMUNICATION AND PROFESSIONAL BOUNDARIES

At Nursing Direct, we want the people we support and their families to feel listened to, respected and comfortable with the staff who support them.

Our staff are encouraged to be kind and approachable however, it is important that staff also maintain professional boundaries.

To help us do this, we kindly ask that all work-related communication goes through the Nursing Direct office.

We understand that, in some situations, staff may need to contact a next of kin directly during a shift. This may happen when staff are supporting someone in the community and need to share an update, confirm arrangements, report a delay, or raise a concern about the person's safety or wellbeing.

Any direct contact with staff should be limited to essential, care-related communication during the shift only. Staff are unable to continue personal or informal communication outside of their working hours.

We kindly ask that service users and family members do not:

- Contact staff for personal or informal reasons outside of their working hours
- Ask staff for their social media details or contact staff through personal social media accounts
- Ask staff to become involved in family disagreements, personal matters or private arrangements
- Ask staff to visit, meet or provide support outside of their agreed working duties

If you need to discuss care, raise a concern, request a change, share information or speak to someone about your support, please contact the Nursing Direct office on **0330 056 6000**. This helps us make sure that information is recorded, passed on correctly and responded to by the right person.

Maintaining professional boundaries helps to protect service users, families and staff.

We appreciate your understanding and support.

The Nursing Direct Team