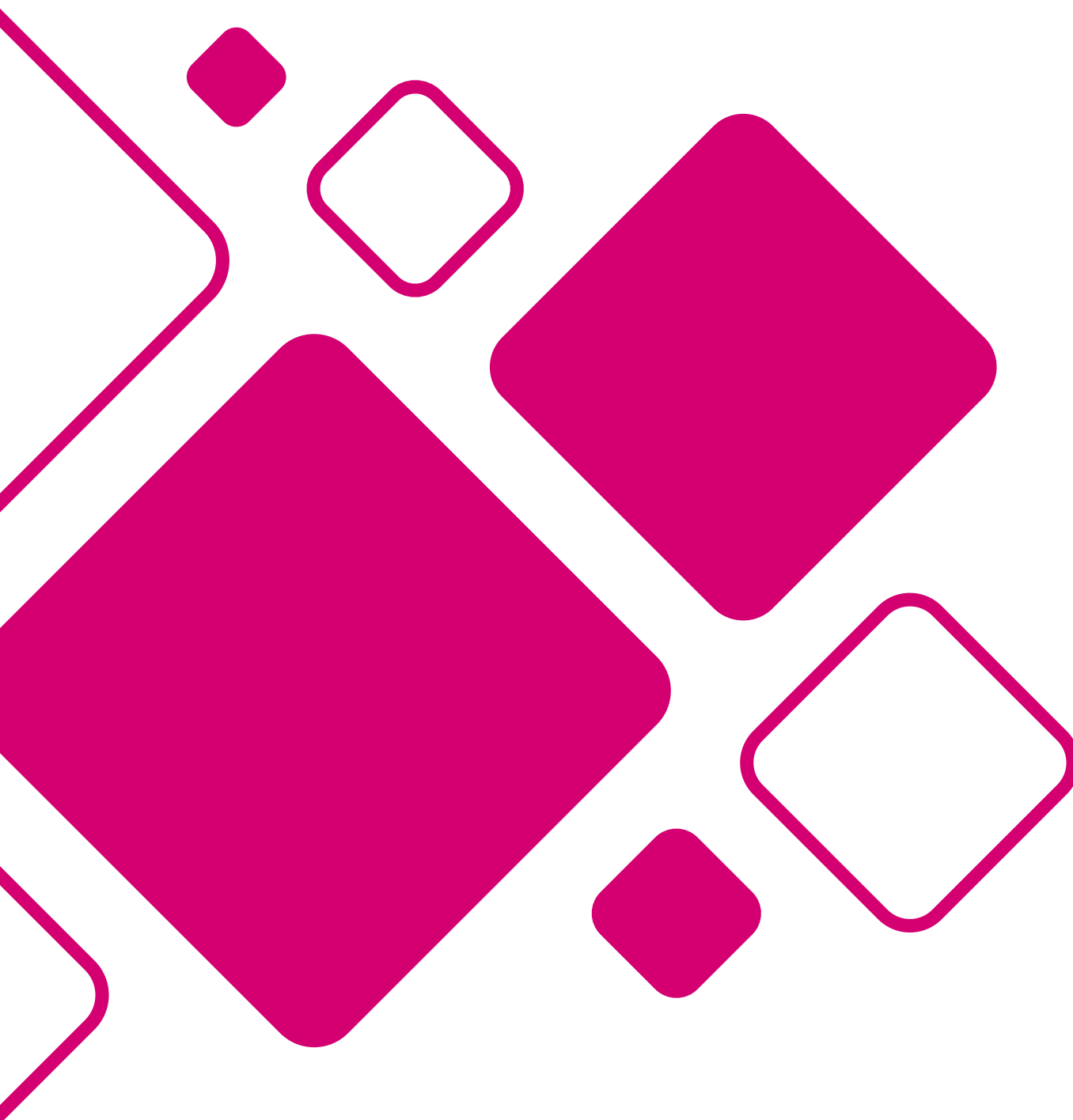


# NursingDirect

POLICY NUMBER: **75**

POLICY TITLE: **CODE OF PRACTICE CHARTER**

WHO MUST ABIDE BY THIS POLICY? **ALL NURSING DIRECT STAFF**



# CODE OF PRACTICE CHARTER

## THE PURPOSE OF THIS POLICY

To inform staff about the Code of Practice Charter.

## FOR EMPLOYERS

As a social care employer, Nursing Direct will make sure people are suitable to enter the social care workforce and understand their roles and responsibilities by

- Using rigorous and thorough recruitment and selection processes focused on making sure that only people who have the appropriate knowledge and skills and who are suitable to provide social care are allowed to enter your workforce;
- Checking criminal records, relevant registers and indexes and assessing whether people are capable of carrying out the duties of the job they have been selected for before confirming appointments;
- Seeking and providing reliable references;
- Giving staff clear information about their roles and responsibilities, relevant legislation and the organisational policies and procedures they must follow in their work; and
- Managing the performance of staff and the organisation to ensure high quality services and care.

As a social care employer, Nursing Direct have written policies and procedures in place to enable social care workers to meet the GSCC's Code of Practice for Social Care Workers. We have in place policies and procedures to deal with dangerous, discriminatory or exploitative behaviour and practice.

## POLICY

1. Code of Conduct
2. Recruitment policy
3. Timesheet policy
4. Complaints procedure
5. CPD mandatory policy
6. Medication Policy
7. Whistle blowing
8. Prevention & detection of abuse
9. Safe Administration of Intravenous drugs
10. Criminal Records Check
11. Handling of disclosures and disclosure information
12. Diversity and Equality policy
13. Data protection and subject access
14. Dealing with difficult behaviour
15. Managing risk across the organisation
16. Health and Safety
17. Infection Control Policy
18. Fire Safety Policy
19. Maintenance of Equipment and Safety checks
20. Contingency Plan
21. Confidentiality
22. Smoking and Alcohol use
23. Record Keeping
24. Caldicott requirements
25. Uniform requirements
26. MRSA
27. Reasons why temporary workers may be excluded from our register and grievance procedure
28. HIV
29. Restrictions on behaviour
30. Awareness of culture and ethnicity
31. ID worn by temporary workers
32. Withdrawing service from a client
33. Occupational Health and Safety Policy
34. Environmental policy
35. Dignity and Privacy
36. Car Insurance and use of cars
37. Diversity and Equality policy
38. Statement of finance for our services
39. Physical restraint
40. Audit Inspection
41. Quality Assurance Policy
42. Anti Fraud anti theft anti corruption
43. Protecting Service Users Rights
44. Incident reporting and investigating
45. COSHH policy
46. Accident and incidents policy
47. Client Feedback policy
48. Induction and training
49. Personal planning and development

50. Safeguarding of children and vulnerable adults
51. Staff supervision and appraisal
52. Use and storage of medicines
53. Care users Policy
54. Legacy
55. Review of care services
56. Procedure for Needle stick Injuries
57. Handling Money & Financial Policy
58. No response/reply on home call procedure
59. No key holding policy and procedure
60. Philosophy of Care
61. Quality Monitoring
62. Allocation of temporary workers to clients
63. Supervision and staff support
64. Lone worker Policy
65. Statement re competency and capacity of staff for service
66. Homecare and nursing Policy
67. Records kept in the home
68. Care Assessment plans and service user records
69. Death of a service user
70. Emergency Procedures
71. Fire Safety in the home
72. Gratuities and Gifts
73. Health and Welfare of customers using services
74. Dignity in Care Charter
75. Code of Practice charter
76. Care Certificate
77. Basic Skills Testing & Strategy
78. Childrens Safeguarding
79. Adults Safeguarding
80. Mandatory Requirements for Private Nursing Staff
81. Agency Workers
82. Business Continuity Management
83. Clinical Governance
84. Registration Accreditation
85. Medication
86. Language
87. Bed Rail
88. Prevent
89. Chaperone
90. Incidents & Serious Accidents
91. Infection Control Guidance
92. Use of & Storage of Medicines
93. Anti Slavery
94. Recruitment of Ex-Offenders

**As a social care employer, we provide training and development opportunities to enable social care workers to strengthen and develop their skills and knowledge.**

- By providing induction, training and development opportunities to help social care workers do their jobs effectively and prepare for new and changing roles and responsibilities;
- Contributing to the provision of social care and social work education and training, including effective workplace assessment and practice learning;
- Supporting staff in posts subject to registration to meet the GSCC's eligibility criteria for registration and its requirements for continuing professional development; and
- Responding appropriately to social care workers who seek assistance because they do not feel able or adequately prepared to carry out any aspects of their work.

**As a social care employer, you must promote the GSCC's codes of practice to social care workers, service users and carers and co-operate with the GSCC's proceedings.**

- This charter is to inform workers that Nursing Direct promote GSCC's code of practice
- We will inform social care workers of this code and their personal responsibility to comply with it;
- We will make service users and carers aware of the Code of Practice for Social Care Workers and informing them about how to raise issues through policies and, if necessary, contact the GSCC in relation to the codes;
- We will take into account of the GSCC's Code of Practice for Social Care Workers in making any decision that relates to the conduct of workers;
- We will inform the GSCC about any misconduct by registered social care workers that might call into question their registration and inform the worker involved that a report has been made to the GSCC; and
- We will co-operating with GSCC investigations and hearings and responding appropriately to the findings and decisions of the GSCC.

### **Nursing Direct Social Care Workers Must:**

- Protect the rights and promote the interests of service users and carers;
- Strive to establish and maintain the trust and confidence of service users and carers;
- Promote the independence of service users while protecting them as far as possible from danger or harm;
- Respect the rights of service users whilst seeking to ensure that their behaviour does not harm themselves or other people;
- Uphold public trust and confidence in social care services; and
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

### **As a Social Care Worker, you must protect the rights and promote the interests of Service Users and Carers.**

This includes:

- Treating each person as an individual;
- Respecting and, where appropriate, promoting the individual views and wishes of both service users and carers;
- Supporting service users' rights to control their lives and make informed choices about the services they receive;
- Respecting and maintaining the dignity and privacy of service users;
- Promoting equal opportunities for service users and carers; and
- Respecting diversity and different cultures and values.

### **As a Social Care Worker, you must strive to establish and maintain the trust and confidence of Service Users and Carers.**

This includes:

- Being honest and trustworthy;
- Communicating in an appropriate, open, accurate and straightforward way;
- Respecting confidential information and clearly explaining agency policies about confidentiality to service users and carers;
- Being reliable and dependable;
- Honouring work commitments, agreements and arrangements and, when it is not possible to do so, explaining why to service users and carers;
- Declaring issues that might create conflicts of interest and making sure that they do not influence your judgement or practice; and
- Adhering to policies and procedures about accepting gifts and money from service users and carers.

### **As a Social Care Worker, you must promote the independence of service users while protecting them as far as possible from danger or harm.**

This includes:

- Promoting the independence of service users and assisting them to understand and exercise their rights;
- Using established processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice;
- Following practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work;
- Bringing to the attention of your employer or the appropriate authority resource or operational difficulties that might get in the way of the delivery of safe care;
- Informing your employer or an appropriate authority where the practice of colleagues may be unsafe or adversely affecting standards of care;
- Complying with employers' health and safety policies, including those relating to substance abuse;
- Helping service users and carers to make complaints, taking complaints seriously and responding to them or passing them to the appropriate person; and
- Recognising and using responsibly the power that comes from your work with service users and carers.

### **As a social care worker, you must respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.**

This includes:

- Recognising that service users have the right to take risks and helping them to identify and manage potential and actual risks to themselves and others;
- Following risk assessment policies and procedures to assess whether the behaviour of service users presents a risk of harm to themselves or others;
- Taking necessary steps to minimise the risks of service users from doing actual or potential harm to themselves or other people; and
- Ensuring that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.

### **As a social care worker, you must uphold public trust and confidence in social care services.**

In particular you must not:

- Abuse, neglect or harm service users, carers or colleagues;
- Exploit service users, carers or colleagues in any way;
- Abuse the trust of service users and carers or the access you have to personal information about them or to their property, home or workplace;
- Form inappropriate personal relationships with service users;
- Discriminate unlawfully or unjustifiably against service users, carers or colleagues;
- Condone any unlawful or unjustifiable discrimination by service users, carers or colleagues;
- Put yourself or other people at unnecessary risk; or
- Behave in a way, in work or outside work, which would call into question your suitability to work in social care services.

### **As a social care worker, you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.**

This includes:

- Meeting relevant standards of practice and working in a lawful, safe and effective way;
- Maintaining clear and accurate records as required by procedures established for your work;
- Informing your employer or the appropriate authority about any personal difficulties that might affect your ability to do your job competently and safely;
- Seeking assistance from your employer or the appropriate authority if you do not feel able or adequately prepared to carry out any aspect of your work, or you are not sure about how to proceed in a work matter;
- Working openly and co-operatively with colleagues and treating them with respect;
- Recognising that you remain responsible for the work that you have delegated to other workers;
- Recognising and respecting the roles and expertise of workers from other agencies and working in partnership with them; and
- Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others.