

## **Code of Practice for Workers**

### **1. I must protect and promote the rights and interests of individuals and carers. I will**

- 1.1 Work with kindness, compassion and respect and treat each individual as unique.
- 1.2 Respect and promote the rights and, where appropriate, the views, wishes and choices of individuals and carers
- 1.3 Support the rights of individuals to have control over their lives and make informed choices about their care or support.
- 1.4 Work with individuals and carers to communicate using their preferred method and language.
- 1.5 Respect and maintain the dignity and privacy of individuals.
- 1.6 Promote diversity and respect all identities, values and cultures.

### **2. I must build and maintain the trust and confidence of individuals and carers. I will**

- 2.1 Be truthful, open, honest and trustworthy.
- 2.2 Communicate in a respectful, open, accurate and straightforward way.
- 2.3 Respect confidential information and clearly explain policies about confidentiality to individuals and carers.
- 2.4 Be reliable and dependable.
- 2.5 Honour work commitments, agreements, and arrangements and, when it is not possible to do so, explain why to individuals, carers and my employer.
- 2.6 Declare issues that might create conflicts of interest and make sure they do not influence my judgement or practice.
- 2.7 Follow policies and procedures about exchanging gifts and money with individuals and carers.

- 2.8 Form open, positive relationships and maintain professional boundaries with individuals, colleagues or carers that respect their dignity, wellbeing and safety.

**3. I must promote the wellbeing and independence of individuals and carers while protecting them, as far as possible, from harm. I will**

- 3.1 Report allegations of harm, challenge and report any dangerous, abusive or discriminatory behaviour using established systems within appropriate timescales.
- 3.2 Follow practices, procedures and policies designed to keep me and other people safe at work.
- 3.3 Tell my employer, or the relevant authority, about any resourcing or operational matter that might get in the way of providing care or support.
- 3.4 Tell my employer, or a relevant authority, when a colleague's fitness to practise may be impaired.
- 3.5 Be open and honest with my employer, individuals and carers when practice has or may have caused harm or loss.
- 3.6 Cooperate with any investigations by my employer, the SSSC or a relevant authority into my fitness to practise or the fitness to practise of others. This may include attending hearings and providing witness statements, documents or other information within appropriate timescales.
- 3.7 Work with individuals and carers to give and receive feedback, raise concerns and complaints, take these seriously and act upon them.
- 3.8 Recognise and use responsibly the power and authority I have when working with individuals, carers and colleagues.

**4. I must recognise that individuals have the right to take risks and will work with them to understand and manage those risks. I will**

- 4.1 Work with individuals to make informed choices about potential and actual risks to themselves or others.
- 4.2 Follow risk assessment policies and procedures to assess whether the behaviour of individuals presents a risk of harm to themselves or others.

- 4.3 Take necessary steps to reduce the risks of individuals harming themselves or others.
- 4.4 Make sure that individuals, relevant colleagues and agencies are informed about the findings and implications of risk assessments.

**5. I must be accountable for the quality of my work and take responsibility for maintaining and improving my knowledge and skills. I will**

- 5.1 Meet relevant standards of practice and work in a lawful, safe and effective way.
- 5.2 Maintain clear, accurate and up-to-date records in line with policies and procedures relating to my work.
- 5.3 Tell my employer or the relevant authority about any personal circumstances or experiences that may affect my ability to do my job competently and safely and tell the SSSC about anything that may affect my fitness to practise.
- 5.4 Ask for support from my employer or the relevant authority if I do not feel able to, or well enough prepared to, carry out any part of my work or if I am unsure about how to proceed.
- 5.5 Prepare for and engage in supervision to reflect on my development, learning needs and practice.
- 5.6 Maintain my continuous professional learning to improve my knowledge and skills and contribute to the learning and development of others.
- 5.7 Cooperate and work inclusively and openly with colleagues and others and treat them with respect.
- 5.8 Work in a way that is informed by an understanding of the impact that trauma may have on individuals, carers and colleagues.
- 5.9 Be responsible for the work that I delegate to others.
- 5.10 Respect the roles and expertise of colleagues from other professions, who may follow different professional codes, and work in partnership with them.
- 5.11 Recognise and respect the roles, expertise and experience of carers, families and relevant others and work in partnership with them as appropriate.

- 5.12 Invite and listen to feedback from individuals, carers and others and use this to improve my practice.

**6. I must uphold public trust and confidence. I will not**

- 6.1 Abuse, harm, neglect or exploit individuals, carers or colleagues.
- 6.2 Abuse the trust of individuals, carers or colleagues, or misuse the information I hold about them and their personal circumstances.
- 6.3 Form unprofessional or harmful relationships with individuals or carers.
- 6.4 Discriminate against individuals, carers or colleagues.
- 6.5 Condone any discrimination by individuals, carers or colleagues.
- 6.6 Put myself or other people at unnecessary risk.
- 6.7 Behave, while in or outside work, in a way that would bring my suitability to work in social services into question.