



Policy Review

The owners of this Policy will review this document should the legislation change or there is a further need to develop the Policy further. However, our Policy review group will annually review this policy to ensure it remains compliant with key changes nationally.

POLICY NAME	Code of Conduct Policy	VERSION NO.	1
Date Written	November 2024	Date Signed Off	
Owner (s)	HR	Next Review Date	November 2027

Revision History.

Version	Date	Page Number	Details of Change	Author

Contact Information.

CONTACT NAME	EMAIL
Dan Blackith	Dan.Blackith@milewood.co.uk
Angela Johnston	Angela.Johnston@milewood.co.uk



Policy Purpose:

The code of conduct is here to help staff, and the services users we support. The code can be used to check that staff are 'working to expected standards' and in line with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers.

Policy Statement:

Milewood believes that all service users and staff have a right to:

- privacy
- dignity
- freedom of choice
- control over what happens in their own home
- independence
- fulfilment
- integrity

All Care and Support staff will be issued with a copy of the "Skills for Care Code of Conduct".

All Milewood employees must treat service users in ways that respect these rights. This code of conduct details the expected standards of behaviour, in general and in particular to ensure that employees work with service users in such a way as to maintain these rights.

The Policy

- You should always act in such a way as to promote and safeguard the wellbeing and interests of our service users.
- You should behave with civility and professional integrity towards your fellow employees and service users at all times. Rudeness and defamatory comments about Service User's, their family members, your colleagues, or any other professionals will not be tolerated.
- You must always bear in mind that others may perceive behaviour that you might consider inoffensive differently. The overriding rule is that if the person who is the subject of your behaviour considers your behaviour offensive, then, by definition it is.
- You should act with honesty and integrity, carry out the aims and objectives of Milewood and do nothing which might bring the company into disrepute.
- Any involvement in activities that could be construed as being in competition with Milewood is forbidden.

[Milewood Healthcare LTD] – Code of Conduct

- You shall not, during or after the termination of your employment, disclose to any person, whomsoever any confidential information regarding Milewood, its staff or its Service User's that you have learned during your employment with the company.
- You should have respect for your Service User's property and residence.
- You should wear the identification badge provided by Milewood at all times whilst on duty.
- You should safeguard the privacy of your Service User. You should not discuss any information about them to anyone other than those involved in their care without the agreement either of the Service User or someone who is authorised to act on their behalf. The only time this might not apply would be if you needed to give information in order to comply with the Law, or if disclosure of the information is deemed essential regarding the interest and well-being of the Service User or others.
- You should respect the dignity and value of each person for whom you care. Do not forget that your Service User has the right to make choices insofar as their mental state allows (Mental Capacity Act 2005).
- You should not discriminate against the Service User or colleagues on the grounds of race, nationality, language, religion or beliefs, age, gender and/or sexual orientation, nor on the grounds of social standing.
- You should take account of the customs, values and spiritual beliefs of all those for whom you care or work with, and treat them with respect.
- Together with creating a close working relationship with your Service User, and their family, if applicable, you should remain professional in your approach at all times.
- Your relationship with others with whom you come into contact during your work should also be professional. If you feel that another worker is acting in such a way that threatens the physical or emotional well being of the Service User, you should discuss this with your Registered Manager/Regional Operations Manager.
- If you receive a complaint from a Service User which you are unable to sort out readily, you should make sure that they have a copy of Milewood's complaints procedure, and you should inform your Registered Manager / Regional Operations Manager.
- You should not initiate or undertake any care tasks unless you have received the relevant training and been deemed competent by your manager.
- You should never, under any circumstances agree to be a signatory to a Service User's Will, nor should you accept gifts from those for whom you care.
- You must not smoke or consume alcohol or drugs (other than prescribed drugs which have been declared to your line manager) when at work or attend work whilst under the influence of drugs or alcohol. If performance or attendance is affected as a result of alcohol or drugs, or we believe the employee has been involved in any drug related action/offence, they may be subject to disciplinary action and, dependent on the circumstances, this may lead to their dismissal.
- If you are aware that there are issues in the service user's home with the abuse of alcohol, drugs or smoking which are a risk to you, the service user or others within the home you should report them to the Registered Manager / Regional Operations Manager immediately.

[Milewood Healthcare LTD] – Code of Conduct

- You must always declare in writing any criminal charges, cautions, warnings and reprimands to your Line Manager.
- When out with service users do not visit your own home with them to attend to personal matters, or use the time to run personal errands.
- You must work within Milewood’s policies and procedures at all times and in accordance with the standards laid down by our Industry Regulators.
- As a support worker or any staff member providing care, you are expected to work to a certain standard. You need to be able to do your job properly, behave properly, and do the right thing at all times. This is essential to protect service users and others from harm. Service users and their relatives, Milewood and your colleagues all expect this, and you should expect this of yourself. This means that in your work, you should always be of ‘good character’. This means that you should always display the characteristics outlined below and exercise duty of care at all times.
- You should not bring any other person, for whom they are responsible for, into the establishment whilst on duty without written authorisation from the manager or their representative.
- You must not accept gifts, tips or gratuities from service users without prior written approval from the organisation. (see further guidance in monies policy).
- Staff, or their friends, relatives or acquaintances—will not, under any circumstances, offer either to purchase or sell any item, irrespective of size or value, from a service user; this includes catalogue shopping and similar means of purchase.
- When shopping for service users, staff should not claim these purchases on their own bonus or loyalty cards.
- Staff, or their friends, relatives or acquaintances, will neither borrow any money or goods from, nor lend any money or goods to, a service user (See further guidance in monies policy).
- Staff will not, under any circumstance, purchase, collect or assist in giving any proprietary or prescribed medication, except in accordance with Milewood’s Medication Policy.
- Staff should not undertake any financial transactions either for or on behalf of a service user, except those detailed in the service user’s care or support plan.
- Staff will, always, maintain a proper, professional relationship with the service user, avoiding emotional and physical familiarity.
- Staff who find themselves becoming personally involved with a service user must notify the manager immediately so that appropriate action can be taken after discussion with the service user, their representatives and the worker.

Behaviour when Off Duty

- Staff must be mindful not to breach confidentiality or professional boundaries when off duty
- Work issues must not be discussed or disclosed to any third party whilst off duty
- Staff must be mindful not to talk about any service user or colleagues whilst socialising, especially in public places where their conversation may be overheard.
- Staff must ensure that all paperwork relating to their work is stored safely and out of sight, even at home.

[Milewood Healthcare LTD] – Code of Conduct

- Any breaches of this policy must be reported immediately.
- Staff must be mindful that if by their action they bring the company into disrepute, disciplinary action may be taken against them.

Related Policies

- Alcohol and Drugs
- Bullying and Harassment
- Dress Code
- Disciplinary
- Freedom to Speak Up
- Grievance (Staff)
- Monitoring and Accountability
- Social Media and Public Relations

Related Guidance

- Code of Conduct for Healthcare support Workers and Adult Social Care Workers in England
<https://www.skillsforcare.org.uk/Documents/Standards-legislation/Code-of-Conduct/Code-of-Conduct.pdf>

Training Statement

The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England will be issued and explained to staff at induction. All staff, during induction are made aware of Milewood's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used including one to one, on-line, workbook, group meetings, individual supervisions and external courses are sourced as required.



CQC Fundamental Standards	
Regulation Number	Regulation Details
Regulation 10: Dignity and Respect	To ensure service users are treated with respect and dignity at all times while they are receiving care and treatment.
Regulation 12: Safe care and treatment	To prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm
Regulation 13: Safeguarding service users from abuse and improper treatment	To safeguard people who use services from suffering any form of abuse or improper treatment while receiving care and treatment.
Regulation 20: Duty of Candour	The duty of candour is a general duty to be open and transparent with people receiving care from you

Authorisation and Signature

This Policy is the authorised version agreed by the Owners. The policy is also Authorized by the CEO of Milewood Health Care and their associated organisations. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Approved by Owner Head of People & Culture - Signature:	
Date:	20/11/2024
Approved by Owner, Head of Quality- Signature:	Vacant post
Date:	