**CODE OF PRACTICE**

**Version: 6**

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| **Target Audience:** | Employees working at Phoenix Support. | |
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| **Signature and approval of Director:** |  | |

**CODE OF PRACTICE – PP01**

1. **INTRODUCTION**

Phoenix Support are providers of social care to vulnerable adults living in supported independent living services. This document contains the agreed codes of practice for all support staff and managers describing the standards of conduct and practice within which they should work.

1. **POLICY STATEMENT**

It is the policy of Phoenix Support to recruit the best people available to work with the people who use our services. We nurture and develop their skills and we make advice and support available to them to enable them to practice to the best of their ability. It is the responsibility of the senior management to ensure that all staff have received the appropriate training and support in order to achieve the best possible outcomes for our service users.

1. **DEFINITION**

The Code of Practice for social care workers is a list of statements that describe the standards of professional conduct and practice required of them as they go about their daily work. This is supported by an organisational code of conduct.

1. **PURPOSE**

It is essential that support staff and managers have criteria to guide their practice and be clear about what standards they are expected to meet. This policy will outline our stanrdards and the way in which we aim to continually improve them, these are our minimum standards and all staff should always aim to exceed them

1. **CONTEXT**

This policy directs staff to the guidance as set out in the latest edition of the GSCC Code of Practice and will be taken into account by The Care Quality Commission in its enforcement of care standards. The company has developed a code of conduct for all staff and this is discussed and reviewed at regular intervals.

6. **IMPLEMENTATION**

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6.0.1 The Code of Conduct set out below is designed to cover the main areas of the required standards of behaviour and performance. The code includes Company Rules, which all employees are required to comply with, and examples of what the Company normally regards as Gross Misconduct. A breach of the Company Rules will render an employee liable to disciplinary action in accordance with the Disciplinary Procedure. An instance of Gross Misconduct could render an employee liable to dismissal without notice.

**6.1 COMPANY RULES.**

6.1.1 The Company Rules and the examples of gross misconduct are not exhaustive. Employees are under a duty to comply with the standards of behaviour and performance required by the Company, and to behave in a reasonable manner, at all times.

**6.2 ATTENDANCE AND ABSENCE**

6.2.1 Employees are required to comply with the rules relating to the notification of absence which is set out in the Company’s Absence Policy and Procedure

6.2.2 Employees are required to arrive at work promptly, ready to start work at their contracted times and are required to remain at work until their contracted finishing times

6.2.3 Employees must obtain management authorisation if for any reason they wish to arrive later or leave earlier than their normal start and finish times.

6.2.4 The Company reserves the right not to pay employees in respect of working time lost because of poor timekeeping. Persistent poor timekeeping will result in disciplinary action.

6.2.6 Timesheets are to be authorised weekly using the CareForIt system. This must be done by the Senior Support Worker no later than midday every Tuesday.

**6.3 STANDARDS AND CONDUCT**

6.3.1 Employees are required to work to all the policies and procedures laid down by the Company and to individual guidelines specific to a house and or Service Users. It is the responsibility of employees to familiarise themselves with the Company’s policies and procedures updating their awareness as required and also to seek advice and guidance if there are any areas about which they are unsure.

6.3.2 Employees are expected to implement the Company’s policies and procedures and where instructed will take part in training sessions arranged to facilitate such a process. Example; following the medication/absence policy

6.3.3 Employees are expected to encourage and support Service Users to make choices and to find diverse ways to help them to communicate choices in ways that they can understand, regarding all aspects of their lives. Examples; from what to eat and drink, to where to live and work. Ask what they would like onlyoffering suggestions if they don’t know what they want. Any concerns record in personal diary and make management aware due to Rights and Mental Capacity Act 2005.

6.3.4 Employees should protect Service Users as far as possible from danger/harm and ensure that their behaviour does not harm themselves and or others. Example Follow policies/procedures Service Users Support Plan/Risk assessment.

6.3.5 Employees are expected to address Service Users in an appropriate and respectful manner. Examples; never tell someone off as if they were a child, greet people when you/they arrive and say goodbye when you/they leave. Be polite, no raised voices, no offensive language or unprofessional behaviour in the company of Service Users or work colleagues (arguing, gossiping or disrespectful gestures).

6.3.6 Employees are expected to respect Service Users need for privacy. Examples; always knock on a door before entering; always ensure that bathroom and toilet doors are shut when in use.

6.3.7 Employees are required to be aware of the impact they have on the image of the people they are supporting. Employees must act in such a way so as to promote and safeguard the interests of the service users and enhance the good standing and reputation of the Company. Examples: by wearing suitable attire at work and being professional and polite at all times.

6.3.8 Employees are responsible for recognising the power and influence which resides in the working relationships with Service Users and for using the power ethically to engage, enable and empower their Service Users with a view to promoting their independence and to facilitate change. Employees should not encourage or create excessive dependency on them by Service Users but work to maximise their ability and potential.

6.3.9 Employees are expected to maintain professional boundaries at all times. Employees are paid to work with Service Users and must be aware of professional boundaries. Employees must not reveal personal details about themselves or others which could put people in a situation of embarrassment or obligation. This should also extend to external agencies and families, reporting any unusual contact to a member of the Senior Management team, including The General Manager, The Operations Manger, The Services Manager and the Outreach Manager. Remember you are employed to do a professional job and not become a friend.

6.3.10 Staff ARE NOT to borrow money from service users. Staff ARE NOT to lend service users money. Staff and Service Users are not permitted to buy any goods for the other.

6.3.11 Staff ARE NOT to take photographs of Service Users /staff/Phoenix Support property without permission in writing from the person the wish to photograph.

6.3.12. Staff are not to arrange activities from which they will benefit and is not part of the service users plans/wishes.

6.3.13 Service Users have a tenancy agreement for the property. It is the employee’s task to promote a feeling of ownership. Therefore employees are expected to act as role models but not to use the house as their own.

6.3.14 Where a Service User is suffering discrimination or abuse, this must immediately be reported to the Operations Manager, General Manager, Services Manager or a member of the Senior Management team. If neither are available, to the appropriate external agency.

6.3.15 Employees are expected to report any situation where health and safety of Service Users, employees or the public might be at risk.

6.3.16 Employees are obliged to recognise that people might wish to make a complaint and to assist the complainant to do so informing them of the complaints procedure and how to access it and whom to contact.

6.3.17 Employees are required to maintain satisfactory standards of performance at work, a high level of quality, accuracy and diligence. i.e. assisting the service user to pay bills and keep their home clean and tidy.

6.3.18 Employees are required to cooperate fully with their colleagues and with management, and to ensure the maintenance of acceptable standards of politeness. Example: To complete tasks that are allocated the them and not leave for someone else.

6.3.19 Employees are required to take all necessary steps required to safeguard the Company’s public image and reserve positive relationships with its residents, clients or members of the public. The company has a zero tolerance policy on gossiping. Examples; do not write any especially negative comments about the company/other staff/ Service Users on face book or other public domains. If staff members have left the company, staff ARE NOT to gossip about service users or staff members who currently work for Phoenix.

6.3.20 Employees are required to ensure that they do not behave in a discriminatory manner.

6.3.21 Employees are required to comply with all reasonable management instructions. Example: Being moved from supporting one service user to another, being asked to complete paperwork, assisting Service Users with support as laid down in the support plan/risk assessment.

6.3.22 Employees are required to comply with the Company’s Operating Policies and Procedures. Example: following absence policy/support plans

6.3.23 Only employees who are specifically authorised by management to do so may handle cash or receive payments for care from Service Users on behalf of the Company.

6.3.24 Employees are not permitted to make use of the Company’s or its client’s telephone, fax, or postal facilities and services without management permission.

6.3.25 Personal mobile telephones may be used for urgent matters only whilst at work. Example do not use telephones when supporting Service Users when visitors are there if not work related unless in an emergency or if it has been pre-agreed with the Team Leader or other manager.

**6.4 FLEXIBILITY**

6.4.1 Employees may be requested to work additional hours at short notice, as the needs of the business require.

6.4.2 Employees may be required from time to time to undertake duties outside their normal job remit Example: paperwork not usually within their remit, assisting someone with activity not in support plan, support for emergency appointments.

6.4.3 Employees will be required from time to time to work at locations other than their normal place of work.

6.4.4 Staff Meetings are held monthly and all staff are expected to attend at least 8 during the year.

**6.5 CONFIDENTIALITY**

6.5.1 Employees are required to keep confidential, both during their employment and at any time after its termination, all information gained in the course of their employment about the Company’s business, and that of the Company’s clients and residents, except in circumstances in which they are required to disclose information by law or in the course of the performance of their duties with the Company. Examples; do not talk about Work/ Service Users families/Staff in front of others in a place where it can possibly be overheard

6.5.2 Employees are not permitted to engage in any activity outside their employment with the Company which could reasonably be interpreted as competing with the Company unless agreed with Senior Manager.

6.5.3 Employees are required to seek permission from management prior to taking on any other employment while employed by the Company to ensure there are no conflicting demands.

6.5.4 Any queries received from the media must be referred immediately to management. Employees must not attempt to deal with queries themselves.

**6.6 WORK CLOTHING**

6.6.1 The dress code is smart casual, no shorts or revealing clothing allowed. In case of extreme hot wheather, it will be the discretion of the Senior management team to allow staff members to wear appropriate shorts. This must be requested and granted in writing.

6.6.2 In order to present a professional and welcoming image the Company requires its employees to abide by the following standards of dress.

6.6.3 Employees must wear any protective equipment provided by the Company at appropriate times during the course of employment.

6.6.4 No slogans or writing on garments should be displayed which may cause offence to other employees, service users or visitors.

6.6.5 Clothes must be clean and representable.

6.6.6 Shorts and revealing tops are not permitted.

6.6.7 Loose or hanging sleeves and scarves etc must be kept out of the way or removed if they will interfere with the task in hand.

6.6.8 Employees should wear limited jewellery. Piercing are permitted but must be removed if they will interfere with the task in hand.

6.6.9 It is a condition of employment that employees wear the clothing permitted by the Company at all times in the course of employment, including personal protective equipment.

6.6.10 Employees must ensure that their hands and nails are clean when at work.

6.6.11 Employees must ensure that their clothing and footwear is clean, in good condition and projects a professional and smart image to Service Users at all times.

**6.7 HEALTH AND SAFETY**

6.7.1 Employees are required to gain an understanding of the Company’s health and safety procedures, observe them, and ensure that the appropriate safety equipment and protective clothing is always used.

6.7.2 All accidents, however small, must be reported to management as soon as possible, and an entry made on the Company’s accident/incident form HSF002 and then forwarded to the Head Office.

**6.8 COMPANY PROPERTY AND PERSONAL SEARCHES**

6.8.1 Company property and equipment must not be taken from the Company’s premises unless for use on authorised Company business.

6.8.2 Where an employee damages equipment belonging to the Company, either through misuse or carelessness, the Company reserve the right to recover the cost incurred from the damaged equipment.

6.8.3 All Company property, such as keys, laptops, mobile telephones, company vehicles, documents or any other items belonging to the Company must be returned on termination of employment. Employees should note that this list is not exhaustive.

6.8.4 The Company may request to search employees’ clothing, personal baggage and vehicles. Any such search must be conducted by an authorised member of management in the presence of an independent witness and can only be done with consent.

6.8.5 Employees are solely responsible for the safety of their personal possessions while in the Company’s premises. Employees must ensure that their possessions are at all times kept in a safe place.

6.8.6 Employees who find an item of personal property on the premises are required to inform management immediately.

**6.9 EXPENSES**

6.9.1 The Company will normally reimburse employees in respect of any expenses wholly and necessarily incurred in the course of their work through their monthly salary payment. The Company reserves the right to refuse to pay an expense claim where the expenditure is unreasonable or unnecessary. In circumstances where an employee has been required to use their own vehicle for Company business, fuel will be reimbursed at 45 pence per mile. If the mileage refers to 2 Service User activities, this will be paid at 30 pence per mile in time with SIS contract.

6.9.2 Employees are not permitted to use their own vehicles to transport Service Users unless express permission has been granted by the General Manager and the staff member has appropriate business insurance for their vehicle.

**6.10 ENVIRONMENT**

6.10.1 In order to provide a cost effective service, employees are requested to use the Company’s equipment, materials and services wisely. Employees should try to reduce wastage and the subsequent impact on the environment by ensuring windows are closed, unnecessary lighting and heating is not used, taps are not left running, equipment is not left switched on when no longer in use and that materials are handled with care.

6.10.2 In order to provide a working environment which is pleasant and healthy, smoking is not permitted anywhere on any Company or client premises.

**6.11 CHANGES IN PERSONAL DETAILS**

6.11.1 Employees must notify the Company of any change in personal details, including change of name, address, telephone number or next of kin. This will ensure the Company maintains accurate personal details in compliance with the GDPR 2018, and is able to contact you or another designated person in case of an emergency.

**6.12 GROSS MISCONDUCT**

6.12.1 Set out below are examples of behaviour which the Company treats as Gross Misconduct. (Other examples are highlighted in the disciplinary policy) Such behaviour will render employees liable to dismissal without notice. Employees should note that this list is not exhaustive.

* 1. Theft, dishonesty or fraud.
  2. Smoking on client or company premises.
  3. Arranging activities that benefit you
  4. Failure to adhere to company policy and procedure
  5. Assault, acts of violence or aggression against other employees or those within the care of the Company.
  6. Possession or use or under the influence of non prescribed drugs or alcohol on Company premises or during working hours.
  7. Wilful damage to the Company’s, other employee’s, clients or residents property.
  8. Serious insubordination e.g.persistent and excessive disobedience and defiance and intentional negligence to ones duties and rudeness to authority, including management.
  9. Serious or gross negligence
  10. Bringing the Company’s reputation into disrepute.
  11. Falsification of records or other Company documents, including those relating to obtaining employment.
  12. Unlawful discrimination.
  13. Refusal to carry out reasonable Management instructions.
  14. Gambling, bribery or corruption.
  15. Acts of indecency or sexual harassment.
  16. Serious breach of the Health and Safety policies and procedures.
  17. Accepting gifts from outside organisations which have not been approved by management.
  18. Breach of confidentiality, including the unauthorised disclosure of Company business to the media or any other party.
  19. Unauthorised access to or use of computer data.
  20. Placing information relating to work/Phoenix Support/ Service Users /Staff on face book or any other public domain
  21. Copying of computer software, other than when authorised in the employee’s normal course of employment.