

NURSDOC

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CODE OF PRACTICE CHARTER

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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, Nursdoc 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, Nursdoc 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.

POLICIES

- Code of Conduct
- Recruitment policy
- Timesheet policy
- Complaints procedure
- CPD mandatory policy
- Medication Policy
- Whistle blowing
- Prevention & detection of abuse
- Safe Administration of Intravenous drugs
- Criminal Records Check
- Handling of disclosures and disclosure information
- Diversity and Equality policy
- Data protection and subject access
- Dealing with difficult behaviour
- Managing risk across the organisation
- Health and Safety
- Infection Control Policy
- Fire Safety Policy
- Maintenance of Equipment and Safety checks
- Contingency Plan
- Confidentiality
- Smoking and Alcohol use
- Record Keeping
- Caldicott requirements
- Uniform requirements
- MRSA
- Reasons why temporary workers may be excluded from our register and grievance procedure
- HIV
- Restrictions on behaviour
- Awareness of culture and ethnicity
- ID worn by temporary workers
- Withdrawing service from a client
- Occupational Health and Safety Policy
- Environmental policy
- Dignity and Privacy
- Car Insurance and use of cars
- Diversity and Equality policy
- Statement of finance for our services
- Physical restraint
- Audit Inspection
- Quality Assurance Policy
- Anti Fraud anti theft anti corruption
- Protecting Service Users Rights
- Incident reporting and investigating
- COSHH policy
- Accident and incidents policy
- Client Feedback policy
- Induction and training

- Personal planning and development
- Safeguarding of children and vulnerable adults
- Staff supervision and appraisal
- Use and storage of medicines
- Care users Policy
- Legacy
- Review of care services
- Procedure for Needle stick Injuries
- Handling Money & Financial Policy
- No response/reply on home call procedure
- No key holding policy and procedure
- Philosophy of Care
- Quality Monitoring
- Allocation of temporary workers to clients
- Supervision and staff support
- Lone worker Policy
- Statement re competency and capacity of staff for service
- Homecare and nursing Policy
- Records kept in the home
- Care Assessment plans and service user records
- Death of a service user
- Emergency Procedures
- Fire Safety in the home
- Gratuities and Gifts
- Health and Welfare of customers using services
- Dignity in Care Charter
- Code of Practice charter
- Care Certificate
- Basic Skills Testing & Strategy
- Childrens Safeguarding
- Adults Safeguarding
- Mandatory Requirements for Private Nursing Staff
- Agency Workers
- Business Continuity Management
- Clinical Governance
- Registration Accreditation
- Medication
- Language
- Bed Rail
- Prevent
- Chaperone
- Incidents & Serious Accidents
- Infection Control Guidance
- Use of & Storage of Medicines
- Anti Slavery
- 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 Nursdoc 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.

NURSDOC 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.

COMPLETED DATE:	26.06.2022
SIGN OFF DATE:	03.08.2026
REVIEW DATE:	03.08.2027
SIGNED:	 Marc Stiff – Group Managing Director