

## Code of Conduct

Our Employee Code of Conduct Policy outlines our expectations regarding employee behaviour at all times during their working hours. Every employee has the responsibility for ensuring that they undertake any work they are required to do with due diligence and with regard for the safety of themselves and those around them including service users, colleagues, the public and those in the care of the Company

We promote freedom of expression and open communication, but we expect all employees to follow this Code of Conduct. Employees should avoid offending, participating in serious disputes or disrupting our workplace. We also expect them to foster a well organised, respectful and collaborative environment

The employee is responsible for the following:

1. Making themselves familiar with the relevant safety instructions at all times i.e. policy and procedures relating to a safe working practice with the Company. A copy of all policies and procedures are held on file in the office in the Staff Handbook and are available at all times to all members of staff via email
2. Co-operating fully with the Management at all times
3. Being fully aware of the lines of communication within the Company: any issue, no matter how small, should be discussed with the Director at the earliest opportunity
4. Asking for instruction and advice on health and safety issues if needed
5. Complying with the law and protecting the Company's legality. They should comply with all health and safety guidelines and GDPR laws etc. Further information on compliance can be found in the Company Handbook
6. Not interfering with or misusing any equipment which is provided in the interests of health and safety
7. Reporting promptly to the Management any incident or accident which may have led to an injury or damage to persons or property
8. Giving assistance as required in the investigation of any incidents, accidents or complaints
9. Making themselves familiar with the registration procedure and any other forms, documents and procedures that they may have to deal with on a day to day basis including Support Plans, Information Packs, Risk Assessments, Concern Forms etc. Specific procedures for each service can be found in the Staff Handbook: Procedures folder for that service
10. Setting an example at all times during working hours to service users, other staff and members of the public through appropriate appearance, language, manner, conduct and behaviour
11. Being responsible when dealing with company finances, clients, external partnerships and public image
12. Failure of an employee to comply with the above requirements may in some instances be treated as a disciplinary offence, which could remove liability from the Company in the event of an incident or accident. Persistent breach of health and safety arrangements will invite disciplinary action
13. Taking part in at least 2 staff meetings throughout the year, which take place every quarter with the Director. Notes for these meetings will be recorded on the Staff Meeting Forms and filed in the Staff File. Hard copies of minutes for each meeting will be distributed to staff via email

## **Fundamental Standards**

These are the key principles underlying the core delivery of any service provided by the Company. All employees should be familiar with these standards. In summary they are:

- Support must reflect Service Users' needs and preferences
- Service Users must be treated with dignity and respect at all times
- Support must only be provided with consent
- All support provided must be appropriate and safe
- Service Users must not be subject to abuse
- All premises and equipment used must be safe, clean, secure, suitable for the purpose, and properly used and maintained
- Complaints must be appropriately investigated and appropriate actions taken in response (systems and processes must be established to ensure compliance with these Fundamental Standards)
- Sufficient numbers of suitably qualified, skilled and experienced staff must be deployed to meet these standards

- Persons employed must be of good character, have the necessary qualifications, skills and experience, and be capable of performing the work for which they are employed

### Training:

We have a training mandate for all staff, the record of which is kept on a spreadsheet so that we can track that everything is up to date. All staff have a Staff Personal File which contains details of which training they have done, and certificates of completed training. Some training is mandatory, some is specific to the service user they are working with, and this is all detailed on their forms. Service user specific training is identified on Service Plans, and the staff member who has completed this training is named on that form so that we can clearly see who is able to undertake which tasks

Mandatory training required to be completed by all staff includes:

- First Aid
- Safeguarding Foundation
- Managing Allegations and working with the LADO
- Safeguarding children with disabilities
- Lone working
- Autism awareness
- Disability and discrimination
- Learning disability awareness
- LGBTQI awareness
- Fire awareness
- Manual handling
- Food Safety and Hygiene level 2
- Health and Safety
- Positive behaviour support (children and adults)

A number of our staff have also completed additional training dependant on the individual requirements of the people they are supporting. These training courses include:

- Makaton
- Epilepsy and Buccal Administration Training
- Down's Syndrome Awareness
- Recording skills
- Learning disability framework
- Diabetes awareness
- Diabetes and insulin administration training
- Anaphylaxis training
- Dementia awareness
- Mental capacity act and DOLS
- Self-harm (Children)
- Trans awareness

There may be some tasks that employees are unable to undertake until certain training has been completed, and this will be made clear at the earliest opportunity. Furthermore, if an employee has been asked to complete certain training courses but fails to do so within agreed timeframes, then this may result in disciplinary action or a reduction in the tasks that member of staff is able to undertake

Staff competency is monitored continuously, with regular feedback from parent/carers (usually weekly) and we have debriefs at least once every half term for those service users we are working with as part of their EOTAS / EOTIC package. Staff competency is fed back to staff at their Staff Performance Review, these are usually annually, unless anything happens that causes management to agree that there needs to be an interim Performance Review

### **Respect in the workplace**

All employees should respect their colleagues. Care Connect IoW CIC will not tolerate any discriminatory behaviour, harassment or victimisation. Employees should conform with the Equal Opportunity policy in all aspects of their work, from recruitment and performance appraisal to interpersonal relations.

### **Protection of Company property**

All employees should treat Company property, whether material or intangible, with respect and care. They:

- Shouldn't misuse company equipment or use it frivolously
- Should respect all kinds of incorporeal property. This includes the company logo, copyright and other property, (confidential information, reports, client information etc). Employees should only use these in the pursuit of their job duties.
- Employees should protect company facilities, and other material property from damage and vandalism wherever possible.

### **Professionalism**

All employees should show integrity and professionalism in the workplace

### **Personal appearance**

All employees must dress appropriately for the tasks they will be undertaking that day. It is advised that jewellery is not worn, and hair is tied back. However we recognise that expressing individuality and feeling comfortable is important. Any breakages to jewellery during work hours is the responsibility of the member of staff and not the Company

### **Corruption**

Employees should avoid inveigling clients for gifts. Gifts voluntarily given that are worth over the amount of £20 should be gently refused

### **Job Duties and Authority**

All employees should fulfil their job duties with integrity and respect towards Service Users, other staff and the wider community. The Directors are answerable to the Company members, and must not abuse their authority. The Director will delegate duties to employees taking into account their skills, competences and workloads. Likewise, we expect team members to follow the Director's instructions and complete their duties with skill and in a timely manner

### **Absenteeism and Lateness**

Employees should attend on time and adhere to their given working hours. Should an employee be ill and unable to attend work, they must inform the Director before 7.30am by text, phone call or email

Should an employee be persistently late for work, or have persistent absences that don't have valid reasons attached to them, then they will be placed on a monitoring schedule. Should the lateness or absences continue, then they may face disciplinary action and possible loss of employment

### **Collaboration and Communication**

We expect all employees to work as a team for the good of our Service Users. Any disagreements should be addressed as soon as possible, with, if necessary, a mediator present. Employees should always attempt to resolve disagreements themselves first. If this is not successful, then the Director will work with both parties to resolve the issue

Employees should aim to communicate effectively with one another at all times to ensure that the service we are delivering is not compromised

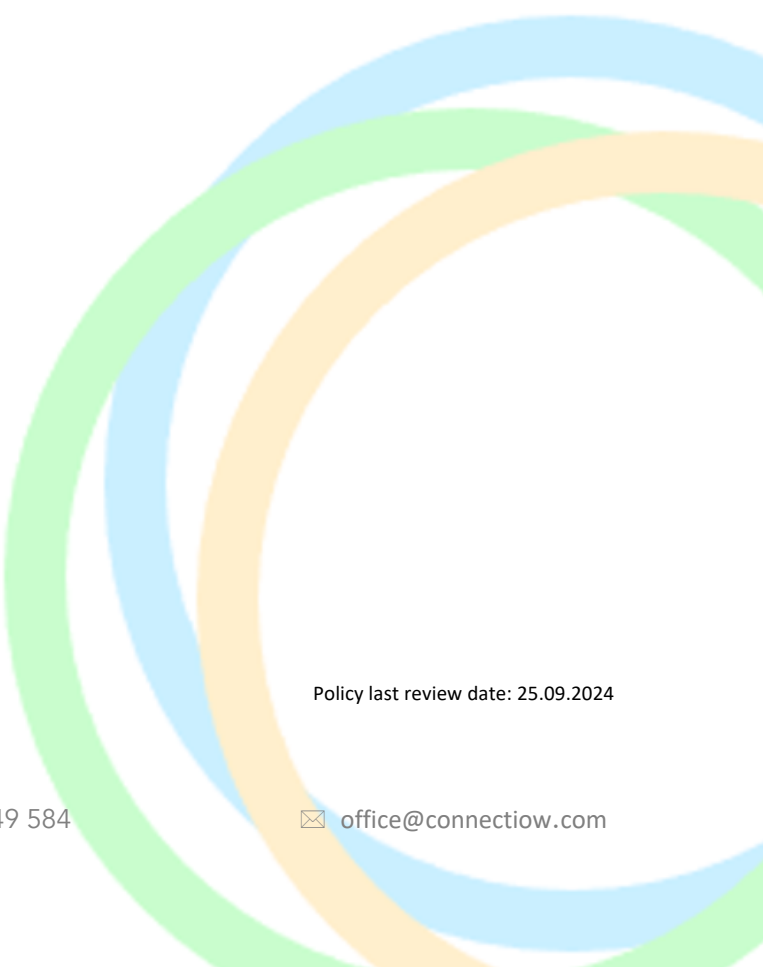
Any employee found to be deliberately or unintentionally disruptive to the smooth working of their colleagues will be spoken to by the Director. Should they continue to disrupt their colleagues, they may face disciplinary action or dismissal

### **Policies**

All employees should read and adhere to Company policies. If they have any questions, they should ask the Director or another member of the Management team

This policy statement should be read alongside all other organisational policies, procedures, guidance and other related documents. Staff should pay particular attention to our Disciplinary Procedure and Grievance Procedure

For further guidelines surrounding Social Media and photographs, please refer to our Social Media policy



Policy last review date: 25.09.2024