**All Wales induction framework for health and social care**

**Hearing 5.1 – Code of conduct and practice**

**Learning activity**

The codes of conduct and professional practicedescribe the standards of professional conduct and practice needed by health and social care workers in their everyday work. The codes may be used in many ways.

As a health and social care worker you can use them:

* to let individuals and other carers know about the standard of care and support that they can expect from you
* as a guide for the work you do
* as a tool to reflect on and improve what you do
* for discussion in your supervision sessions with your manager
* for discussion with your colleagues and other professionals about your work
* to help you to challenge poor work of others
* as a guide that helps you to know what support you can expect from your manager e.g. induction, training etc.

The code of professional practice will normally be used by those employed as a social care worker, and the NHS Wales code of conduct for health care support workers in Wales by those employed by health. Some workers need to register with Social Care Wales as a professional. If this is the case, the code of professional practice must be followed. There will also be additional practice guidance depending on your role e.g. *the residential child care worker – practice guidance*. Workbook 1 and 2 also have some learning activities on the codes.

Whatever your role, read both the Code of Professional Practice and the NHS Wales Code of Conduct for Health Care Support Workers in Wales and answer the questions below.

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| **Workbook notes:**  **5.1.1**   1. What do the Code of Professional Practice and the NHS Wales Code of Conduct for Health Care Support Workers in Wales tell you about your responsibilities for equality and diversity?   **Good answer:**  Section 1 in the Code of Practice (1.1 to 1.5) is all about workers having respect for individuals views and wishes, using person centred approaches to make sure that people have choices and control over things that are important to them, this includes working with individuals and carers in ways that respect their values, beliefs, culture, language and rights and promoting equality, diversity and inclusion.  Section 2.3 talks about active support for diversity in preferred ways of communicating – More than just words (the active offer of services in the Welsh language) also speaks about this, and means that we shouldn’t wait to be asked, but try and find out how a person prefers to communicate with us  Section 3 (3.5) tells us that we are responsible for letting people know how to express concerns or make a complaint if they feel they are not being treated fairly, and 3.7-3.9 tells us that we have to be prepared to challenge inequality or discrimination of any sort in the proper way.  Section 5, (5.5 and 5.6) tells us that we must act professionally and honestly, and not discriminate against people ourselves, or collude with colleagues or others who do so.  In the Healthcare Support Workers Code of Conduct, responsibilities are described in Section 2: 6 and 7, and Section 7 1-3 which tell workers they must report any discriminatory practice, and take complaints seriously, whilst respecting individuality and equality of opportunity.  **Mediocre answer:**  Section 1 in the Code of practice tells us that we must respect the views and wishes and promote the rights and interests of individuals and carers, ensuring that our actions promote equality and diversity and inclusion  In the NHS Code Section 2 tells me to promote and uphold the privacy, dignity, rights and well-being of service users and their carers at all times, and in Section 7, it says that in order to promote equality all service users, colleagues and members of the public are entitled to be treated fairly and without bias.  **Bad answer:**  They tell us that we have to treat everyone the same whatever their race, religion or language, and that everyone can choose what they want to do. There are all sorts of people in the world and it’s not fair to treat them differently.  **Workbook notes:**  **5.1.2**   1. What do the Code of Professional Practice and the NHS Wales Code of Conduct for Health Care Support Workers in Wales tell you about being accountable for your work?   **Good answer:**  The Code of Practice tells us we have to understand and keep up with the standards that apply to the job we are doing (section 6). This means being willing to be trained or increase our skills as necessary. We have to be open and honest if our work has fallen below those standards. The Duty of Candour explains this principle, too, and means we can learn from mistakes and make improvements to the way we do things. Section 6.7 tells us that we are also accountable for work we have delegated, so we need to make sure that anyone we delegate to is competent to do what we have asked.  The Healthcare Support Workers Code of Conduct summarises accountability in Section 1 by stating that we must always be able to give an answer for our actions or omissions, and work openly, honestly and co-operatively as a member of a team. In Section 6, the Code of Conduct emphasises our responsibility to undertake training under supervision to the level required to practice safely.  **Mediocre answer:**  The Code of practice says that we must be accountable for the quality of your work and take responsibility for maintaining and developing knowledge and skills. The NHS code says that I must be accountable by making sure you can always answer for your actions or omissions  **Bad answer:**  They tell us that we might get into trouble if we get things wrong, or do things we shouldn’t be doing in our job description, and especially if we try and hide things we’ve done. Our employers are responsible for making sure that we are properly trained and it’s their fault then if we haven’t had the training. |

**Learning activity**

*Read the case study below and answer the questions.*

Carolyn has been a domiciliary care worker for five years. She thoroughly enjoys her work and is passionate about doing her job well.

Carolyn is experiencing some difficulties in her personal life. Her husband is recovering from a stroke and her father has recently been diagnosed with dementia. The pressure of looking after her husband and father has resulted in Carolyn being late for work several times. She has become forgetful and is having difficulties concentrating as she is so tired.

Carolyn has confided in one of her colleagues, Julie, but hasn’t told her manager as she is afraid of losing her job. Carolyn and Julie both provide support to Mrs Hughes. Julie has started to notice that the handover log isn’t always being completed by Carolyn but until now has been covering for her. Recently however, Mrs Hughes complained to Julie that she has missed a doctor’s appointment as Carolyn was late arriving to take her.

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| **5.1.3**  **Workbook notes:**  1. What actions could Julie take?  **Good answer:**  Julie could talk to Carolyn directly, and ask Carolyn to talk to her manager about being tired and forgetful, as she is concerned about the Service Users and Carolyn’s safety. She would have to let Carolyn know that if she doesn’t let her Manager know straight away, then Julie will have to do it.  Julie could also talk to her Manager straight away (whistleblowing), bearing in mind that she (Julie) is also partly responsible as she has been covering for Carolyn and this has resulted in potential harm to Mrs Hughes. Julie could also advise Mrs Hughes that she can express her concerns or make a complaint, and make sure that she gives Mrs Hughes all the details she needs to do this.  **Mediocre answer:**  Julie can phone her Manager, or her Senior Manager, or the Safeguarding team to let them know that she has safeguarding concerns. She must follow her organisation’s Safeguarding Policy and the Wales Policy and Procedure for the Protection of Vulnerable Adults and record and report immediately and accurately, filling it in on the Handover book too.  **Bad answer:**  Julie could have a word with Carolyn and warn her that Mrs Hughes has made a complaint and that she had better be careful not to let it happen again because there might be trouble. Julie could then rearrange the appointment for Mrs Hughes and try to smooth things over.  **5.1.4**  2. How could the codes help guide Julie what to do?  **Good answer:**  Julie has received a complaint, which must be taken seriously (Section 3.5). Section 3.8 of the Code of Practice says specifically that if colleagues are unsafe to practice then it has to be reported to the employer or someone appropriate.  The Healthcare Support Workers Code of Conduct says specifically that any omissions by colleagues must be reported (Section 1.9), and that any complaints must be taken seriously by informing a senior member of Staff (2:7)  **Mediocre answer:**  The codes tell us what we need to do to be good carers, and to act professionally. We need to know that there are codes for our job and that we have to follow them, as well as the legislation, policies and procedures in our organisation.  **Bad answer:**  The codes tell Julie what she can do if she wants to make a complaint about Carolyn because there is double the work if Carolyn doesn’t turn up on time and is unreliable.  **5.1.5**  3. Which section of each of the codes has Carolyn not been working to?  **Good answer:**  Carolyn has not disclosed a conflict of interest (her family situation), which is making it hard for her to use her professional judgement (Section 2:7 Code of Practice) and she has not been acting in a reliable and dependable way (Section 2.5). By Mrs Hughes missing her doctor’s appointment she has not worked with her to ensure her safety (Section 3.5). The Code also mentions recording and reporting reliably and accurately, and Carolyn hasn’t been doing this (Section 3.6).  The Healthcare Support Workers Code of Conduct applies to Carolyn in that she must report any difficulties that affect her ability to do her job safely (Section 1:5), make sure that she contributes to Mrs. Hughes health and well-being (Section 2:5) and be reliable and dependable (Section 3: 4). In addition, Carolyn must keep clear and accurate records of care (Section 4:4)  **Mediocre answer:**  Carolyn hasn’t been respecting the views and wishes and promoting the rights of Mrs Hughes and she hasn’t promoted the well- being, voice and control of individuals while supporting them to stay safe.  **Bad answer:**  Carolyn hasn’t been working to any of them properly and there are bits in each of the sections that she hasn’t done right. She needs to read them again, and then get Julie to help her get Mrs. Hughes sorted out because that’s the most important thing. |

**Learning activity**

You have a duty of care to individuals receiving care and support in your **workplace** and also to other workers. It is a legal requirement and you cannot choose whether to do it or not. It is embedded in the codes of conduct and professional practice.

To show you understand what this term means, answer the questions below:

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| **5.1.6**  **Workbook notes:**  1. What is Julie’s duty of care to Mrs Hughes?  **Good answer:**  Julie’s duty of care to Mrs Hughes means that she has to make sure, as a person in a position of trust, that her actions or omissions don’t result in a standard of care below that which Mrs Hughes might reasonably expect. This includes safeguarding Mrs Hughes from any harm or neglect.  **Mediocre answer:**  **A duty of care** is a moral or legal obligation to ensure the safety or well-being of others. Julie has this legal duty of care because she is a paid worker for Mrs Hughes.  **Bad answer:**  Julie has a duty of care to make sure that Mrs Hughes gets to her doctors’ appointments on time, and that her handover book is filled in.  **5.1.7**  2. What is Julie’s duty of care to Carolyn?  **Good answer:**  Julie has a duty of care to her colleague, which includes ideas from the Health and Safety at Work Act – a responsibility to ensure that actions or inactions do not affect other employees. If Carolyn is tired and stressed, she may have an accident on the way to, or at work, which Julie could have prevented.  **Mediocre answer:**  **A duty of care** is a moral or legal obligation to ensure the safety or well-being of others. Julie has this legal duty of care because she is a paid worker for Mrs Hughes and Carolyn is her colleague.  **Bad answer:**  Julie doesn’t really have the same duty of care for Carolyn as she is a friend, but she does need to help her get through these difficult times as best she can.  **5.1.8**  3. There may be times where there is a conflict or dilemma between a duty of care and the rights of **individuals**, give two examples when this might happen:  **Good answer:**   * An individual may decide that they want to drink alcohol when the label on their Medication (which you have administered) clearly says they shouldn’t, and you are not sure whether they understand how serious this may be. You would have to give them all the information they need in a way they could understand, and ask them to perhaps wait and talk to their GP about it. If they refused, then you can’t stop them, especially if you think they have the capacity to understand the risk, but you would have to report it to your manager * An individual tells you they are going to take an overdose because they have had a broken relationship and feel really down. They tell you that they only trust you and that you mustn’t tell anyone else. You have a duty of care to report this even if the person doesn’t give you consent. The person may be depressed or ill, and you may not have all the relevant information, so you need help and guidance from someone more senior.   **Mediocre answer:**  **•** Potential conflicts is the likelihood of issues developing for the individual and could include:  • not being able to enjoy activities i.e. not being able to stay up to watch television  • not being able to stay in bed all day.  **Bad answer:**   * You have supported someone to go out to the pub and they refuse to leave at 10pm. You have to go because your shift is finishing, so you tell them you’ll have to leave them there alone if they won’t come with you. * A person refuses to have a bath or shower for the fifth day in a row. They are a bit sore and smelly, but it’s their choice and you can’t force them to do anything, so you leave a note in the book for the next person. |