



SUPPORT SERVICES

**REGISTERED NUMBER CIC 11373253**  
All Welcome! All Supported! All Together!

## **CODE OF CONDUCT**

Title of Policy: Code of Conduct

Effective Date: October 2019

Review Date: October 2020

Policy Number: 2

Policy Authorised by: Nicola Williams

The Code helps the public and those who use Allsorts Support Services to understand what standards they can expect of Allsorts staff (this includes Volunteers).

The Code also helps employers to understand what standards they should expect. If there are people who do not meet these standards, it will help identify them and their support and training needs.

## **GUIDANCE STATEMENTS**

- Always act in the best interests of people who use Allsorts Support Services.
- Always treat people with respect and compassion.
- Put the needs, goals and aspirations of people who use our services first, helping them to be in control and to choose the care and support they receive.
- Promote people's independence and ability to self-care, assisting those who use services to exercise their rights and make informed choices.
- Always gain valid consent before providing support. You must also respect the person's right to refuse to receive support if they are

capable of doing so.

- Always maintain privacy and dignity of people using the service, their families/carers and others.
- Be alert to any changes that could affect a person's needs or progress and report your observations to your Manager.
- Always make sure that your actions or omissions do not harm an individual's health and wellbeing. You must never abuse, neglect, harm or exploit those who use our services, their families/carers or your colleagues.
- Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice to your Manager.
- Always take comments and complaints seriously, respond to them in line with the policies and procedures and inform your Manager.
- Communicate respectfully with people who use the service and their families/carers in an open, accurate and effective, straightforward and confidential way.
- Communicate effectively and consult with your colleagues as appropriate.
- Maintain clear and accurate records of the support you provide. Immediately report to the Manager any changes or concerns you have about a person's condition.
- Recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use our services, carers/families and colleagues.

## **GLOSSARY OF TERMS**

**ACCOUNTABLE:** accountability is to be responsible for the decisions you make and answerable for your actions.

**AGREED WAYS OF WORKING:** includes policies and procedures where these exist

**BEST INTERESTS:** the Mental Capacity Act (2005) sets out a checklist of things to consider when deciding what's in a person's "best interests".

**CARE AND SUPPORT:** care and support enables people to do the everyday things like getting out of bed, dressed and into work, cooking meals, seeing friends, caring for our families; and being part of our communities. It might include emotional support at a time of difficulty or stress, or helping people who are caring for a family member or friend. It can mean support from other community groups and networks; for example; help going to a social event. It might also include other funded support, such as information and advice, support for carers, housing support, disability benefits and adult/children social care.

**COLLABORATION:** the action of working with someone to achieve a common goal.

**COMPASSION:** descriptions of compassion include; dignity and comfort, taking time and patience to listen, explain and communicate, demonstrating empathy, kindness and warmth, support centred around an individual's personal needs, involving people in the decisions about care and support.

**COMPETENCE:** the knowledge, skills, or skill to do something successfully.

**DIGNITY:** covers all aspects of daily life, including respect, privacy, autonomy and self-worth. While dignity may be difficult to define, what is

clear is that people know when they have not been treated with dignity and respect. Dignity is about interpersonal behaviours as well as systems and processes.

**DISCRIMINATE:** discrimination can be the result of prejudice, misconception and stereotyping. Whether this behaviour is intentional or unintentional does not excuse it, it is the perception of the person discriminated against that is important.

**DIVERSITY:** celebrating differences and valuing everyone. Diversity encompasses visible and non-visible individual differences and is about respecting those differences.

**EFFECTIVE:** to be successful in producing a desired or intended result.

**EQUALITY:** being equal in status, rights and opportunities.

**INCLUSION:** ensuring that people are treated equally and fairly and are included as part of society.

**OMISSION:** to leave out or exclude.

**PROMOTE:** to support and encourage.

**RESPECT:** to have due regard for someone's feelings, wishes or rights.