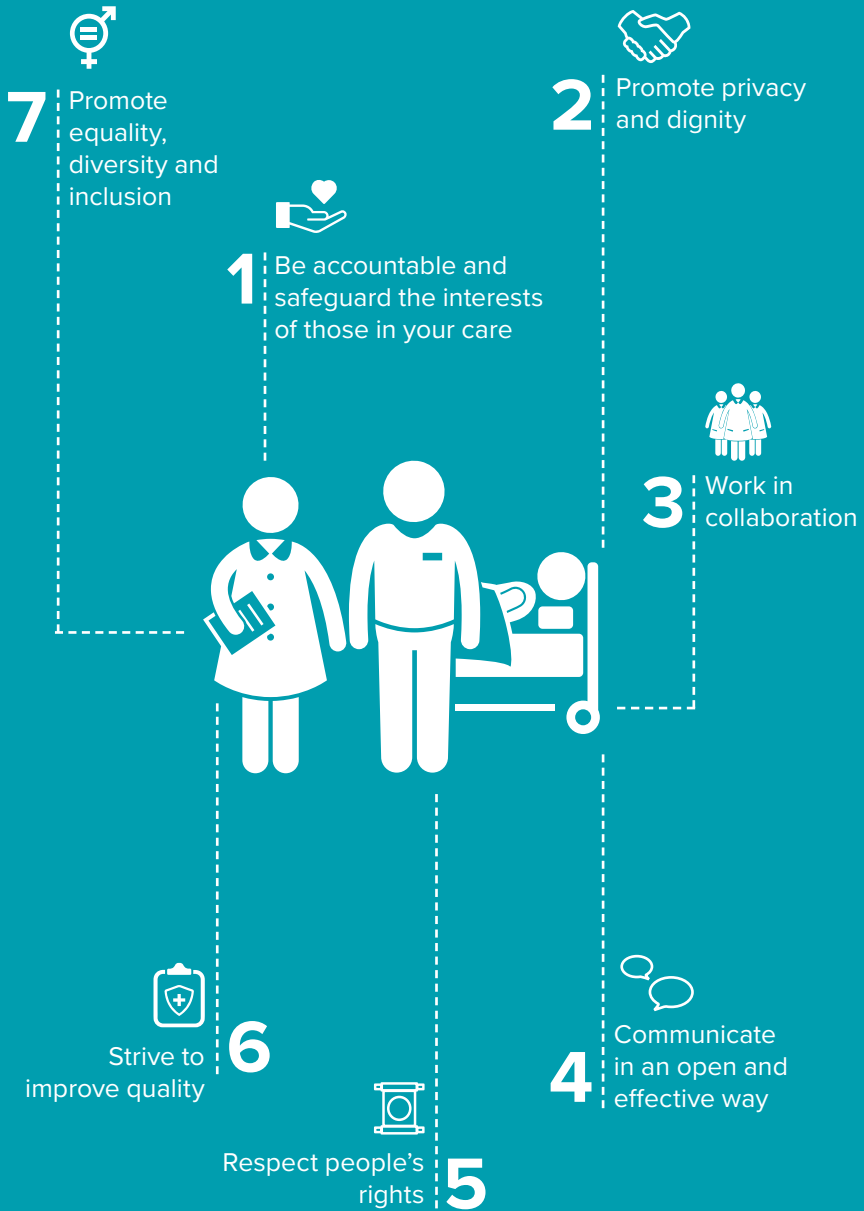




| **The Code of Practice**

Professional standards of practice
and behaviour for Health and Social
Care Support Workers in Jersey

The Seven Principals



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The health and social care support workforce may include titles such as:

Assistant Practitioner, Care Assistant, Healthcare Support Worker, Maternity Support Worker, Nursing Assistant, Occupational Therapy Assistant, Physiotherapy Assistant, Radiography Assistant, Speech and Language Therapy Assistant, Senior Care Assistant, Pharmacy Assistant and Ambulance Care Assistant. Activities Worker, Day Care Assistant, Day Care Officer, Domiciliary Care Worker, Home Care Worker, Nursing Assistant (in a nursing home or a hospice care setting), Personal Assistants, Reablement Assistant, Residential Care Worker, Senior Home Care Worker and Support Worker. Working in an independent capacity (for example, as a Personal Assistant). Residential Child Care Officer (non health and social workers staff in Children's Homes and Short Breaks services) and Family Support Workers. Medical laboratory assistants.

This is not an exhaustive list and is intended as guidance.

Acknowledgements

The original Code was produced by the Department of Health (England) in partnership with Health Education England, Skills for Health and Skills for Care. The Health and Community Services Department, Jersey wishes to thank colleagues for their permission to reproduce 'The Code' for use in Jersey. The revised Code of Practice (2018) has been produced after consultation with health and social care managers, practitioners and service users from across the Island. Thank you to all who have contributed to the updated and revised Code of Practice.

Introduction, purpose and scope of the document

The Code of Practice for Health and Social Care Support Workers

As a Health or Social Care Support Worker, you make a valuable and important contribution to the delivery of high quality health and social care. You are a valued member of the multidisciplinary team that influences care provision across the island. Do discuss this Code of Practice with your line manager, especially if you have any queries or concerns. The Code of Practice has been written to enable you to undertake your role knowing there is support available if you need it.

This Code of Practice should give you assurance that you are providing safe and compassionate care to a high standard and the confidence to challenge others who are not. This Code of Practice will also inform the public and people who use health and social care services exactly what they should expect from Health and Social Care Support Workers in Jersey.

As a Health or Social Care Support Worker you are expected to:

1. be accountable by making sure you can answer for your actions or omissions; safeguarding the interests of those in your care
2. promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times
3. work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support
4. communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers
5. respect a person's right to confidentiality
6. strive to improve the quality of healthcare, care and support through continuing professional development
7. uphold and promote equality, diversity and inclusion

Purpose of The Code of Practice

- The Code of Practice is based on the principles of protecting the public by promoting best practice.
- The Code of Practice describes the standards of conduct, behaviour and attitude that the public and people who use health and social care services should expect. You are responsible for and have a duty of care to ensure that your conduct, behaviour and attitude does not fall below the standards detailed in this Code of Practice. Nothing that you do, or omit to do, should harm the safety and wellbeing of the public or the people who use health and social care services.

Scope of The Code of Practice

These standards apply to you if you are a Health or Social Care Support Worker who reports to:

- a registered nurse, midwife or healthcare practitioner
- a regulated healthcare professional
- a line manager (who is registered for the delivery of health or social care provision in Jersey – Regulation of Care Law) a self-employed individual (who is registered for the delivery of health or social care provision in Jersey – Regulation of Care Law, 2014)

Please note: The Code of Practice does not apply to Social Work Assistants (SWAs) as they have their own Code of Practice.

How does The Code of Practice help me as a Health or Social Care Support Worker?

It provides a set of clear standards, so you:

- can be sure of the standards you are expected to meet
- can identify areas for continuing professional development
- can fulfil the requirements of your role, behave correctly and do the right thing at all times.

How does this Code of Practice help the public and people who use health and social care services?

- The Code of Practice helps the public and those who use health and social care services to know what standards of care and support they can expect of Health and Social Care Support Workers.
- The Code of Practice aims to give people who use health and social care services the confidence that they will be treated with dignity, respect and compassion at all times.

How does this Code of Practice help my employer?

- The Code of Practice helps employers to understand what standards they should expect of Health or Social Care Support Workers.
- If there are employees who do not meet the standards, it will help the employer identify areas for development and potential training needs.



Glossary of terms used by Health and Social Care Support Workers (pertinent to all health and social care practitioners). The glossary of terms extend beyond the Code of Practice and are here to ensure a common meaning for all who use the Code of Practice. You can find a glossary of terms and key words at the end of the document.



1.



Be accountable by making sure you can answer for your actions or omissions; safeguarding the interests of those in your care

As a Health or Social Care Support Worker, you are expected to:

1. be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your job description and for which you are competent (please remember, if you are delegating a task you have to be assured that the person you are delegating to is competent to perform the task).
2. behave and present yourself in a way that does not call into question your suitability to work in a health and social care environment.
3. be able to justify and be accountable for your actions or your omissions (what you fail to do).
4. ask your supervisor or employer for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.*
5. tell your supervisor or employer about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this. *

6. establish and maintain clear and appropriate professional boundaries in your relationships with people who use health and care services, carers and colleagues, at all times.
7. never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them.
8. comply with your employer's agreed ways of working.
9. report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use health and care services and, if necessary use whistle blowing procedures to report any suspected wrongdoing.*

*** Please refer to your organisations/employers whistle blowing/safeguarding/ complaints policy if you are concerned about patients/ clients or colleagues.**

2.



Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and social care services and their carers at all times

As a Health or Social Care Support Worker you are expected to:

1. act in the best interests of people who use health and care services.
2. treat people with respect and compassion.
3. put the needs, goals and aspirations of people who use health and care services first, helping them to be in control and to choose the healthcare, care and support they receive.
4. promote people's independence and ability to self-care, assisting those who use health and care services to exercise their rights and make informed choices.
5. gain consent before providing healthcare, care and support. You must also respect a person's right to refuse to receive healthcare, care and support if they are capable of doing so.
6. maintain the privacy and dignity of people who use health and care services, their carers and others.
7. be alert to any changes that could affect a person's needs or progress and report your observations in line with your employer's agreed ways of working.

8. make sure that your actions or omissions do not harm an individual's health or wellbeing. You must never abuse, neglect, harm or exploit those who use health and care services, their carers or your colleagues.
9. challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.*
10. take comments and complaints seriously, respond to them in line with agreed ways of working and inform a senior member of staff.*

***Please refer to your organisations/employers safeguarding policy if you are concerned about patients/clients or colleagues.**

3.



Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support

As a Health or Social Care Support Worker you are expected to:

1. understand and value your contribution and the vital part you play in your team.
2. recognise and respect the roles and expertise of your colleagues both in the team and from other agencies and disciplines, and work in partnership with them.
3. work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.
4. work openly and co-operatively with people who use health and care services and their families or carers and treat them with respect.
5. honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
6. actively encourage the delivery of high quality healthcare, care and support.



Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers

Please note: it is important to check that the person you are communicating with has capacity – this is the ability to use and understand information to make a decision and communicate any decision made. If you have any concerns about a patient being able to consent to care – please follow up with your line manager.

As a Health or Social Care Support Worker you are expected to:

1. communicate respectfully with people who use health and care services and their carers in an open, accurate, effective and confidential way.
2. communicate effectively and consult with your colleagues as appropriate.
3. explain who you are and your name before you discuss the care, support or procedure you intend to carry out with the person and only continue if they give valid consent.
4. maintain clear and accurate records of the healthcare, care and support you provide. Immediately report to a senior member of staff any changes or concerns you have about a person's condition.
5. recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use health and care services, carers and colleagues.
6. be open and candid with those involved in service user care about all aspects of their care and treatment, including when mistakes or harm have taken place (Duty of candour: be open and honest with patients when things go wrong).

5.



Respect people's right to confidentiality

As a Health or Social Care Support Worker you are expected to:

1. treat all information about people who use health and care services and their carers as strictly confidential.
2. only discuss or disclose information about people who use health and care services and their carers in accordance with legislation and agreed ways of working. Do seek further guidance and support from a senior member of staff i.e. if a person's safety is compromised or you believe a crime has been committed.
3. seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
4. discuss issues of disclosure with a senior member of staff.

6.



Strive to improve the quality of healthcare, care and support through continuing professional development

As a Health or Social Care Support Worker you are expected to:

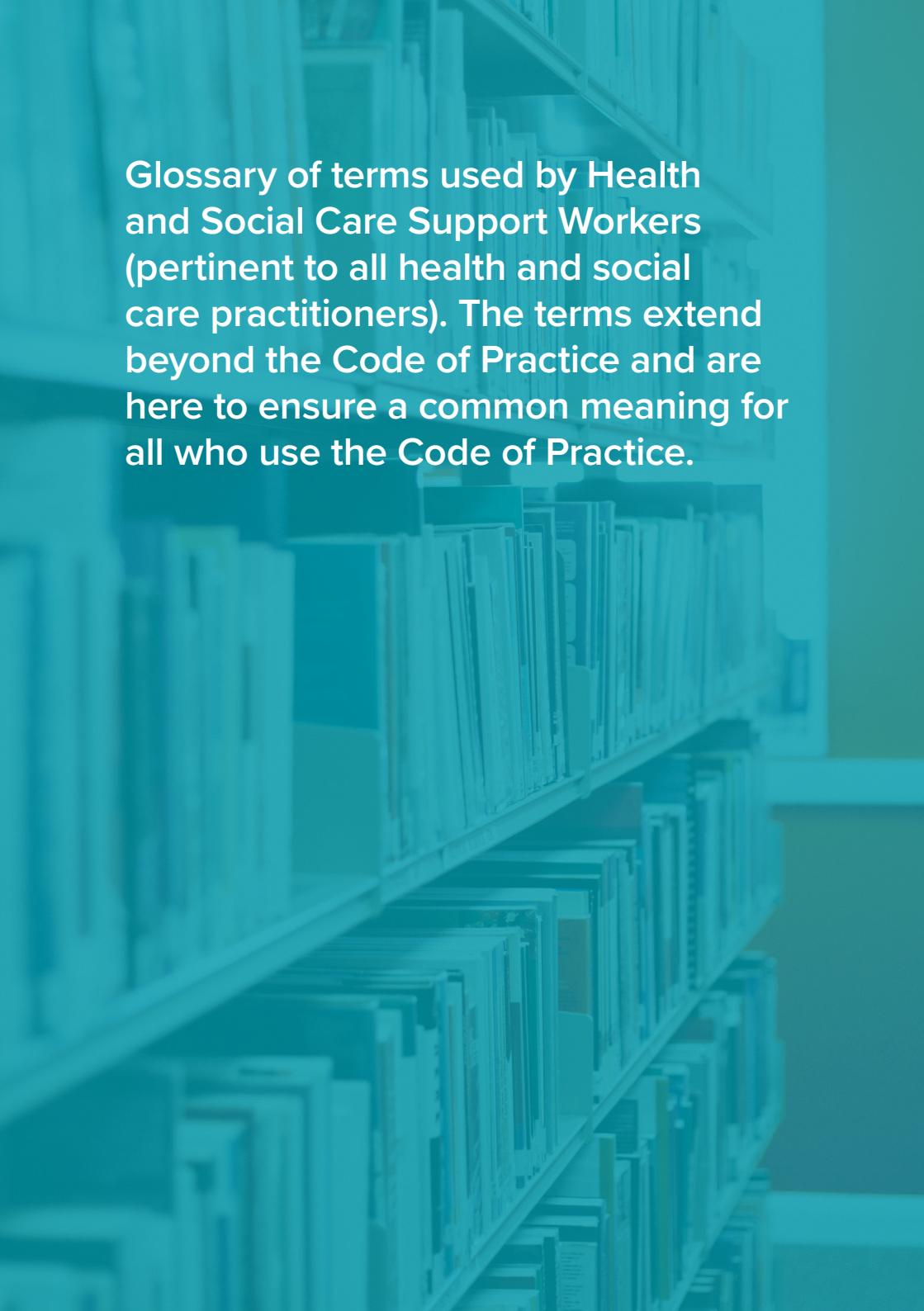
1. ensure up-to-date compliance with all statutory and mandatory training, in agreement with your line manager.
2. participate in continuing professional development to achieve the competence required for your role.
3. carry out competence-based training and education in line with your agreed job description/contract/ways of working.
4. improve the quality and safety of the care you provide with the help of your supervisor (and a mentor if available), and in line with your agreed ways of working.
5. maintain an up-to-date record of your training and development.
6. contribute to the learning and development of others as appropriate.



Uphold and promote equality, diversity and inclusion

As a Health or Social Care Support Worker you are expected to:

1. respect the individuality and diversity of the people who use health and care services, their carers and your colleagues.
2. not discriminate or condone discrimination against people who use health and care services, their carers or your colleagues.
3. promote equal opportunities and inclusion for the people who use health and care services and their carers.
4. report any concerns regarding equality, diversity and inclusion to a senior member of staff as soon as possible.



Glossary of terms used by Health and Social Care Support Workers (pertinent to all health and social care practitioners). The terms extend beyond the Code of Practice and are here to ensure a common meaning for all who use the Code of Practice.

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

ADULTS/CHILDREN AT RISK: those who at any age are at risk of abuse. Abuse is something that may harm another person, or endanger their life, or violate their rights. The person responsible for the abuse may be doing this on purpose or may not realise the harm that they are doing. The type of harm may be physical, sexual, psychological, material or financial, or may be due to neglect. Examples are physical cruelty to children, financial exploitation of older people, modern slavery and radicalisation.

ADVERSE EVENTS (see also critical incidents and near misses): events that are out of the ordinary, often unexpected and threaten or actually cause harm to people.

AGREED WAYS OF WORKING: includes policies and procedures where these exist; they may be less formally documented among individual employers and the self-employed.

CANDOUR: being open and honest with service users/patients when things go wrong.

CAPACITY: the ability to use and understand information to make a decision, and communicate any decision made.

CARE ASSESSMENT: the gathering of information about a patient's physiological, psychological, sociological and spiritual characteristics. It may look at everything about a person's health, or it may just look at one individual aspect, e.g. their mental health. It is used to identify current and future patient/service user care needs. It allows the assessor to identify and prioritise the care and treatment the person may need.

CARE PLANS: a plan of care and treatment, constructed in agreement with the person receiving the care, to help manage the person's health and wellbeing day to day.

CARE SETTINGS: care provided within hospital and local communities. This includes prison healthcare, nursing homes, hospice care, home care.

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 community groups or networks: for example, giving others a lift to a social event. It might also include state-funded support, such as information and advice, support for carers, housing support, disability benefits and adult social care.

COGNITIVE: the mental processes of perception, memory, judgment, and reasoning.

COGNITIVE AND BEHAVIOURAL HEALTH

CHALLENGES: cognitive health challenges may refer to problems with memory, language, thinking, or other brain functions, varying from mild to serious difficulty. Altered behaviour which can range from mild to serious, and can be disruptive, dangerous, or cause stress to others. This may be displayed by people of any age, as a result of mental health conditions, such as dementia or psychosis, or physical conditions such as strokes or acquired brain injuries.

COMMUNITY SETTINGS: care delivered outside of a hospital and within local communities.

CO-MORBIDITIES (Multiple Health Conditions):

the presence of one or more additional diseases or disorders that occur with a primary disease or disorder.

COMPLEX CARE NEEDS: a person's needs that require a co-ordinated response from more than one sector or organisation.

CONTRAINDICATIONS: a condition or factor that serves as a reason to withhold a certain medical treatment due to the harm that it would cause the patient/service user.

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

COMPASSION: descriptions of compassionate care include: dignity and comfort, taking time and patience to listen. Explain and communicate; demonstrating empathy, kindness and warmth. Care centred around an individual person's needs, involving people in the decisions about their healthcare, care and support.

COMPETENCE: the knowledge, skills, attitudes and ability to practise safely and effectively without the need for direct supervision.

COMPETENT: having the necessary ability, knowledge, or skill to do something successfully.

CONTINUING PROFESSIONAL DEVELOPMENT

(CPD): this is the way in which a worker continues to learn and develop throughout their careers, keeping their skills and knowledge up-to-date and ensuring that they can work safely and effectively. CPD is not just formal courses; it is any activity from which you can learn and develop e.g. work based learning, professional activity, formal education or self-directed learning.

CRITICAL INCIDENTS: any unintended or unexpected incident which could have or did lead to harm for one or more persons receiving care.

DIGNITY: covers all aspects of daily life, including respect, privacy, autonomy and self-worth. Whilst 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.

DIGITAL TECHNOLOGIES: the ability to use computers and computer based tools to solve problems and to enter, share, and search for information from a variety of sources

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.

ELIMINATION: the process of getting rid of something, whether it is waste or errors.

EMOTIONAL INTELLIGENCE: to be aware of the feelings and emotions of others; to control and express your own emotions. To handle interpersonal relationships thoughtfully and with regard for the other person's feelings

ETHICS: the moral principles that govern a person's behaviour or the conducting of an activity. An ethical framework is a structure that supports conformity with these principles and governs personal and professional conduct.

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

FORMULARY: a list of medicines.

HUMAN FACTORS: environmental, organisational and job factors, and human and individual characteristics, which influence behaviour at work in a way which can affect health and safety.

HYDRATION: to supply water to a person in order to restore or maintain the right amount of fluid in the body.

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

INCOMPATIBILITIES: inability to exist together.

INTERVENTION: any investigations, procedures, or treatments given to a person.

MENTOR: mentoring is a work-based method of training using existing experienced staff to transfer their skills informally or semi-formally to learners.

MULTIDISCIPLINARY TEAMS: consist of groups of professionals with different professional backgrounds, who are specialised in the same or different health and care areas.

NEAR MISSES: when an adverse or critical incident nearly happened, but was either intentionally or unintentionally avoided.

NON-DISCRIMINATORY CARE: where professionals make sure that no-one is either directly or indirectly treated less favourably than others in the same or similar circumstances, on the grounds of age, colour, creed, criminal convictions, culture, disability, ethnic or national origin, gender, marital status, medical condition, mental health, nationality, physical appearance, political beliefs, race, religion, responsibility for dependents, sexual identity, sexual orientation, or social class.

NUTRITION: is the process of taking food into the body and absorbing the nutrients in those foods.

OMISSION: to leave out or exclude.

PERSON CENTRED CARE: an approach where the person is at the centre of the decision making processes and the design of their care needs, their nursing, health and social care treatment plan.

PROMOTE: to support or actively encourage.

REFLECTION: to carefully consider actions or decisions and take learning from them.

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

RISK MANAGEMENT: the technique for assessing, minimising and preventing accidental loss to the delivery of health and care services.

SAFEGUARDING: protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

SAFE TRANSITION OF CARE: the effective movement of care for a person across services, caseloads and settings.

SELF-CARE: this refers to the practices undertaken by people towards maintaining health and wellbeing and managing their own care needs. It has been defined as: "the actions people take for themselves, their children and their families to stay fit and maintain good physical and mental health. Meet the social and psychological needs, prevent illness or accidents, care for minor ailments and long-term conditions and maintain health and wellbeing after an acute illness or discharge from hospital." (Self care – A real choice: Self care support – A practical option, published by Department of Health, 2005).

SKIN INTEGRITY: when the skin is healthy, undamaged and able to perform its basic functions.

UPHOLD: to maintain a custom or practice.

VALID CONSENT: for consent to be valid, it must be given voluntarily by an appropriately informed person who has the capacity to consent to the intervention in question. This will be the person who uses health and care services or someone with parental responsibility for a person under the age of 18. Consent cannot be provided by one person on behalf of the individual in question. If the individual cannot consent to treatment due to a finding of incapacity, then the best interest principle will apply.

WELLBEING: a person's wellbeing may include their sense of hope, confidence, self-esteem ability to communicate their wants and needs, ability to make contact with other people, ability to show warmth and affection, experience and showing of pleasure or enjoyment.

WHISTLEBLOWING: whistle blowing is when a worker reports suspected wrongdoing at work. Officially this is called 'making a disclosure in the public interest' and may sometimes be referred to as 'escalating concerns.' You must report things that you feel are not right, are illegal or if anyone at work is neglecting their duties. This includes when someone's health and safety is in danger; damage to the environment; a criminal offence; that the company is not obeying the law (like not having the right insurance); or covering up wrongdoing.

Resources accessed:

Continuing Professional Development and your registration (2017). Health Care and Professions Council (HCPC). London. https://www.hcpc-uk.org/assets/documents/10001314CPD_and_your_registration.pdf (accessed 11 June 2018)

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NHS Education Scotland, NHS Scotland and the Scottish Government. <http://www.healthworkerstandards.scot.nhs.uk/pages/ProfCurrUnreg.htm> (accessed 01 March 2018)

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Skills for Care www.skillsforhealth.org.uk and Skills for Health www.skillsforhealth.org.uk Skills for Care and Skills for Health (2013). <http://www.skillsforhealth.org.uk/Documents/Standards-legislation/Code-of-Conduct/Code-of-Conduct.pdf> (accessed 01 March 2018)

(Skills for Care is the employer-led strategic body for workforce development in social care for adults in England. It is part of the Sector Skills Council, Skills for Care and Development.

Skills for Health is the employer-led authority on workforce development and skills for the health sector. It is the licensed Sector Skills Council for Health).

Notes:



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