

Warren Park Nursing Home Limited

Code of Conduct

Policy Statement

This home believes that all staff working in the home should act at all times in a professional and competent manner and with the best interests of the home's service users in mind. The home adheres fully to Outcome 12 – Requirements Relating to Workers of the Essential Standards of Quality and Safety.

This policy should be read in conjunction with the associated policies referred to and complied with at all times.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning Warren Parks approach to the staffing of the home and the conduct of staff therein.

1. Introduction

- 1.1 This code of conduct applies to all employees of Warren Park Nursing Home Limited. Contractors, consultants or agency staff working with the home will be expected to abide by the standards and principles set out in the code.
- 1.2 The Code is not designed to act as a prescriptive list of expected standards of behaviour, but serves to provide general guidance on how to ensure that actions and behaviour are consistent with the homes values and the high standard of conduct required in maintaining public confidence in the services we provide.
- 1.3 Warren Park expects all its employees, and those engaged on its behalf, to conduct themselves in a professional and lawful manner. Warren Park expects all employees to abide by the following core principles:

1.4 Honesty, Integrity, Impartiality and Objectivity

- 1.4.1 Employees must perform their duties with honesty, integrity, impartiality and objectivity

1.5 Accountability

- 1.5.1 Employees must be accountable to Warren Park, the Care Quality Commission, the Nursing and Midwifery Council and Sefton Social Services for their actions

- 1.5.2 Warren Park has an additional duty to ensure that safe and appropriate nursing care for all service users is provided. Nursing staff at the home are also covered by the Nursing and Midwifery Council (NMC) Code of Professional Conduct which sets out the standard of professional conduct which members of the profession shall maintain. According to this code:
- 1.5.3 a nurse's registration with the NMC may be suspended or withdrawn as a consequence of proven professional misconduct or unfitness to practise
- 1.5.4 alleged professional misconduct or perceived unfitness to practise which may be serious enough to justify removing or suspending registration must be reported to the NMC.
- 1.5.5 In this context home staff and managers have a responsibility to notify the head of home regarding any alleged breach of professional conduct or perceived unfitness to practise.

1.6 Respect for Others

- 1.6.1 You must treat others with respect and must not unlawfully discriminate against any person due to age, gender, sexuality, race, disability, religion or due to any other factor

1.7 Use of company facilities or equipment

- 1.7.1 Employees must not make personal use of company property or facilities unless authorised to do so

1.8 Personal Interests

- 1.8.1 Employees must not allow personal interests to conflict with the homes service provision

1.9 Registration of Interests

- 1.9.1 Employees must notify the home of any interests and declare any gifts or hospitality received.

1.10 Reporting procedures

- 1.10.1 Employees must not treat colleagues less favourably because they have or because they intend to take action under any of the homes reporting procedures, for example, under the whistleblowing policy

1.11 Confidentiality

- 1.11.1 You must respect Resident's right's to confidentiality and must not disclose information they acquired during the course of your employment, received directly or indirectly of a confidential nature without the express consent of a person authorised to give it, unless you are required to do so by law
- 1.11.2 You must not prevent anyone from gaining access to information to which they are entitled by law.

- 1.11.3 You must not disclose any code lock codes relating to secure access to the home to any person without good cause to receive it i.e. visitors, next of kin, doctors etc

1.12 Management of Staff

- 1.12.1 Staff who are involved in making appointment or any decisions relating to discipline, promotion, pay or conditions of another employee or prospective employee must take these decisions fairly and impartially.
- 1.12.2 Where an employee has any relationship with an employee or a prospective employee, which may cast doubt on their impartiality, they should seek advice from their line manager.

1.13 Duty of trust

- 1.13.1 You must act in accordance with the trust that the public is entitled to place in them
- 1.13.2 The standards of conduct as set out in this code may also extend to your conduct outside work. You have the right to undertake private commitments or activities outside of work, if you so wish. However, where these activities may give rise to a possible conflict of interest or could potentially have an adverse affect on your employment with Warren Park, you should declare these activities to their line manager.
- 1.13.3 Warren Park reserves the right to take action against any employee whose actions and/or behaviour, inside or outside work could reasonably be regarded as bringing the home into disrepute.

2. Management of staff

- 2.1 Warren Park expects integrity and honesty from its employees and prospective employees at all times. Supplying false information or documents, or attempting to deliberately mislead an interviewer, could result in disciplinary action being taken against you and may lead to dismissal.
- 2.2 Where an employee is working in a line management relationship with someone who is or becomes a relative, they must declare this to their line manager, who will then make a decision as to the appropriate course of action.
- 2.3 For the purpose of this Code 'relative' includes:
- Spouse/partner
 - Parent/parent-in-law
 - Son/step son
 - Daughter/step daughter
 - Brother/sister
 - Grandparent

- Grandchild
 - Uncle/Aunt
 - Nephew/niece
 - Child of a partner
- 2.4 Relatives will also include the spouse or partner of any persons named above.
- 2.5 You will be required to provide current and updated contact details, which will be kept on your personnel records. As an employee of Warren Park you are responsible for ensuring that the home always holds up to date contact details for you and your next of kin. We may periodically request this information.

3. Working with vulnerable clients including Safeguarding

- 3.1 Warren Park is committed to ensuring that our residents are protected from abuse, or the risk of abuse, and that their human rights are respected and upheld at all times.
- 3.2 You should work with others to protect and promote the health and wellbeing of our residents
- 3.3 The care of our Residents should be your primary concern treating them as individuals and respecting their dignity at all times.
- 3.2 Warren Park employees are expected to take additional care in dealing with these individuals and must therefore do nothing which may:
- breach Warren Parks Safeguarding or Whistleblowing policies
 - damage public confidence in your motives
 - damage public confidence in your integrity as an employee
 - bring the home into disrepute.
- 3.3 Warren Park has a legal obligation under the Health and Social Care Act 2008 to carry out checks for convictions, whether considered spent or not, where we propose to offer an individual a position working with vulnerable persons.
- 3.4 Employees, whose employment is subject to a Criminal Records Bureau (CRB) disclosure, will be required to renew their CRB disclosures on a three-yearly basis to ensure that the home is complying with its obligation to safeguard its vulnerable client group. Employees are also required to renew any other membership to a professional body that is a specific requirement of their job, for example, membership with the Nursing and Midwifery Council (MNC) or General Social Care Council (GSCC)

- 3.5 Failure to comply with a management/HR request for CRB renewals, mandatory training or any other professional membership renewal, may be considered a disciplinary offence and will be dealt with under the homes disciplinary procedure. Where this occurs, employees may also be suspended from their duties.
- 3.6 Staff should ensure that they communicate clearly and compassionately with Residents in their care, listening to their concerns at all times.
- 3.7 All members of staff should ensure that they work within in accordance to Warren Parks Safeguarding Policy. Any referrals made in relation to potential breaches of this policy will be made to Seftons Safeguarding team and appropriate action taken including potential gross misconduct or criminal proceedings.

4 Disclosure of criminal convictions

- 4.1 Employees are required to declare any convictions, bindovers or caution received during the course of their employment to the Registered Manager at the earliest possible opportunity. Employees should also declare any cautions received during the course of their employment if they relate to fraud or theft, or relate to any matter which would directly or indirectly relate impact on their responsibilities with regard to vulnerable adults, or if it is likely that the conduct for which the caution was received would bring the home into disrepute, taking into account the employee's work within the home. Failure to declare any such conviction, bindover or relevant caution, for whatever reason, may be regarded as gross misconduct under the homes disciplinary policy.
- 4.2 The issue of any such conviction, bindover or caution will require the company to review the employment status of the employee under the requirements relating to workers of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 that all staff are recruited under. The details of the situation will be reviewed and a decision made regarding the company's ability to continue to employ the employee in the capacity in which they have been working. Further options may be considered if available including higher levels of supervision where possible.

5. Respect for others

- 5.1 Warren Park demands a very high standard of conduct from all its employees at all times, particularly when interacting with residents, colleagues and visitors to the home. Language or behaviour that is rude, offensive, threatening, violent or abusive will not be tolerated from any employee.
- 5.2 You should treat residents as individuals and respect their rights and beliefs, even where they might differ from your own.

- 5.3 Members of the public have the right to expect courtesy and co-operation at all times. As an employee of Warren Park you must:
- treat others with respect
 - not discriminate unlawfully against any person and
 - treat members and co-opted members of the authority professionally
 - Comply with the various elements of directives including My Home Life and The Dignity Challenge
- 5.4 You must not improperly use any information gained in the course of their employment for their personal gain or to advantage or disadvantage anyone known to them.
- 5.5 You must treat people kindly and considerately

6. Equalities in employment

- 6.1 You are expected to conduct yourself in line with the home Zero Tolerance Statement which, outlines the homes commitment to eliminate harassment or discrimination on the grounds of race, gender, sexual orientation, disability, age, religion or any other factor.
- 6.2 You must comply at all times with Warren Parks Equality and Diversity policy by recognising the diversity, values and human rights of people who use services.

7. Accountability

- 7.1 All employees of Warren Park are expected to work diligently and to contribute positively to the daily routing of the home. You must therefore undertake your duties as outlined in your job description to the best of your ability and must abide by the terms of your contract of employment. You must comply with all legitimate instructions from your line manager and with all operational procedures and regulations during your shift.
- 7.2 As an employee you are accountable to the home for your actions.
- 7.3 If you are a line manager you will be responsible for setting an example to employees in the application of this code. You must ensure that you familiarise yourself with all the homes employment policies and procedures and apply them in a non-discriminatory way. You will be responsible for communicating expected standards of conduct to the employees in your work area, advising them of any particular rules which may apply.

8 Writing & speaking to the public/media/other agencies

- 8.1 You must not make any public statement on behalf of the home or engage in communication with the media in regard to any matter, without the express consent of the Responsible Individual. All enquiries from the press must be referred to the Responsible Individual.
- 8.2 Only company Directors, the Registered Manager or Administrator may provide an employment reference on Company headed paper. If an employee provides a personal reference for a colleague or former colleague they must make it clear that they are doing so in a personal capacity only.

9. Health and Safety

9.1 Responsibilities

- 9.1.1 You should not undertake any task or duty unless you feel competent to carry it out safely.
- 9.1.2 All staff must remember to clock on and off duty when starting/finishing their shift as failure to do so is a disciplinary offence.
- 9.1.3 You have a responsibility, under the Health and Safety at Work Act, to take care in undertaking your duties. It is your responsibility to wear protective clothing and use any safety equipment that is made available. You must report any accident/incident that you have at work and report any health and safety risks to your line manager without delay.
- 9.1.4 You should ensure that you attend mandatory training provided by Warren Park in order to comply with the Health and Safety at Work Act and renew **before** the expiry of existing training.
- 9.1.5 You should be familiar with and follow, Warren Parks policies and procedures in relation to fire safety and evacuation without exception.
- 9.1.6 You should ensure that you are fit to perform your duties during your shift. Night staff may not sleep or place themselves in a position which could induce sleep or give the impression to others of being asleep at any point during their shift. i.e. lying down or putting themselves in a significantly reclined position (with or without the intention of falling asleep), sitting in very low light conditions, sitting with closed eyes. Being asleep on duty is classified as gross misconduct and any allegations made in this respect will be thoroughly investigated. Any employee reported to be sleeping on nights will be subject to an internal investigation where after, if sufficient evidence exists to give firm reason to believe the allegation, will result in disciplinary action upto and including, dismissal.

9.2 Alcohol, illegal drugs and substance misuse

- 9.2.1 The nature of the service we deliver requires staff to have a clear head and faculties about them at all times during their shift. As alcohol, drugs and substance misuse impairs judgement and puts you, residents, work colleagues and members of the public at risk, should you appear to be under the influence of any of these on reporting for or during your shift, you will be sent home and the matter reported for investigation. Being under the influence of alcohol or drugs is classified as gross misconduct and will be treated as a disciplinary offence, and will be dealt with accordingly.
- 9.2.2 If consuming alcohol staff should ensure that they allow sufficient time between the consumption of alcohol and their next shift as employees who report for duty either smelling strongly of alcohol or with a hangover, will be sent home.

10. Working for another employer.

- 10.1 Your time outside working hours is your own personal time. However, you must not put yourself in a position where your job and your personal interests conflict. Where the slightest doubt exists, and where there is a potential conflict of interest, employees are advised to either decline acceptance of outside work or membership of an external body or organisation, or to seek the advice of the Registered Manager before accepting any such outside work.
- 10.2 Any other job held on application to Warren Park or gained following employment by should be notified to the home in writing detailing employer, position and contracted hours of work. This will allow Warren Park to maintain our continued compliance under the working time directive and give consideration to your shift allocation. Any changes to the details provided about your position i.e. you change your shifts, job title, leave or gain an additional job must also be declared in writing. Employees are responsible for keeping the office updated of such changes. Failure to do so will be considered a disciplinary offence.
- 10.3 You should not work for any other employer while you are on sick leave with Warren Park

11 Overpayment of Wages

- 11.1 Should a mistake be made and you receive an overpayment of your wages, it is your responsibility to notify the Payroll Director as soon as possible after becoming aware of the overpayment, in order to make arrangements for the repayment. If you fail to do this and the overpayment is noticed when auditing the payroll Warren Park reserves the right to take steps to recover any overpayment of salary from your next payroll which is provided for in within the terms of your employment.

- 11.2 Should you have left your position with Warren Park before such deductions may be made Warren Park will take legal action to recover the money which will then also including legal expenses.

12 Theft

- 12.1 Any form of theft from Warren Park, its residents or fellow employees will not be tolerated. Waste, loss, fraud, unauthorised use or wilful negligent damage to Company/Resident property are considered as gross misconduct and may result in your dismissal. Therefore, employees:

- must not steal or remove money or property from Warren Park, its residents or staff
- must not handle any correspondence indicated or suspected of containing cheques or monies with the exception of the Administrator, Nurse in Charge or Registered Manager.
- must not consume any food supplied for the intended use of the residents
- Should you be approached by a resident or next of kin to pass something onto the accounts department or office you should ask if it contains any form of payment and if it does, the nurse in charge should immediately place in a lockable unit. Details of the envelope including date received, from and by whom should be entered in to the communications books. When this is collected by a member of office staff they should counter sign the relevant entry in the communications book.
- must not take responsibility for money or property unless it is part of their official duties
- must not use equipment including computers, vehicles, telephones, or money for any unauthorised purpose
- must produce an appropriate receipt for any items purchased on behalf of the home or services provide i.e. shopping, taxi in order to be reimbursed

13 Disclosure of information

- 13.1 The law requires that certain types of information must be made available to Members, auditors, government departments, service users and the public. The Freedom of Information Act, for example, requires disclosure of certain information in response to written requests, whilst the Data protection Act requires that Warren Park comply with statute in relation to the handling and processing of personal data.
- 13.2 Nursing staff should only pass on information during the course of professional enquiries and when satisfied such enquiries are valid and authentic.
- 13.3 Any requests for confirmation of personal data should be directed to the office who will ask for verification of identity and under which it is being requested.

- 13.4 Staff addresses or telephone numbers should be treated as confidential at all times. Should another member of staff request a colleagues details they should not be given unless express permission has been given by the member of staff concerned. i.e. if a member of staff telephones and asks for a colleagues phone number as they might need to speak to them urgently, you should inform the enquirer that you are unable to issue their details. As an alternative, you might suggest that the enquirer leave their own number and you contact the individual to pass it on along with any message.
- 13.5 If you are in doubt guidance should be sought from your line manager before disclosing information.

14 Whistleblowing

- 14.1 As a provider of nursing care to vulnerable people Warren Park has a duty to ensure that there is no poor practice in the delivery of our services.
- 14.2 Staff at should ensure that they have read and understand Warren Parks Whistleblowing procedure which covers any significant concerns that an employee may have about poor practice in any aspect of service provision.
- 14.3 This procedure is not an alternative process for raising concerns or grievances over managerial decisions or other matters for which there are appropriate existing procedures within the home.
- 14.4 Staff guilty of withholding further information or failing to Whistleblow on poor practice/abuse within the home will be subject to the disciplinary procedure.
- 14.5 Should you witness or become aware of something that you are uncertain of being referred to as poor practice you should speak confidentially with the Registered Manager or Director at the earliest opportunity.
- 14.6 Staff should ensure that they have exhausted all stages of the Whistleblowing procedure prior to raising concerns externally.

15 Promotion of Dignity

- 15.1 Warren Park is committed to
- 15.1.1 Have a zero tolerance of all forms of abuse
- 15.1.2 Support residents with the same respect you would want for yourself or a member of your family
- 15.1.3 Treat each person as an individual by offering a personalised service
- 15.1.4 Enable people to maintain the maximum possible level of independence, choice and control
- 15.1.5 Listen and support people to express their needs and wants
- 15.1.6 Respect peoples right to privacy
- 15.1.7 Ensure people feel able to complain without fear of retribution
- 15.1.8 Engage with family members and carers as care partners

15.1.9 Assist people to maintain confidence and a positive self esteem

15.1.10 Act to alleviate peoples loneliness and isolation

16. Review

This policy will be reviewed on an annual basis to ensure it is being effectively implemented. Any amendments required will be carried out and the updated policy produced with a revised date or version indicator.

Name: Karl Lysaght

Date: February 2017

Policy Review Date: February 2018