



Staff Code of Conduct

Revised March 2013

CODE OF CONDUCT

- Staff is expected to show courtesy and consideration to the Service User, their family and friends at all times.
- They must co-operate as fully as possible with other agencies or professionals involved in the care of the Service User.
- Staff must behave honestly and with integrity.
- Staff must act with care and diligence.
- Staff must carry out their duties in an unobtrusive manner and must respect the Service User's privacy as fully as possible.
- The Service User should be addressed by their title, e.g. Mr., Mrs. Etc unless otherwise instructed by the Service User or their representative.
- Staff are not permitted to smoke except in the designated smoking area.
- Gifts, loans of money or other gratuities must not be accepted from the Service User or their relatives. If in doubt, ask for advice from your supervisor or home manager.
- Staff should maintain a professional appearance whilst on duty in accordance with the home's dress code. Excessive make-up and perfume should be avoided. Long hair should be tied back. Jewellery should be kept to a minimum when working as a care assistant, in the kitchen or as a domestic. Fingernails should be an appropriate length depending on duties of each role.
- Staff must work within the guidance of the company policy on confidentiality and must ensure that the Wellbeing Residential Group's reputation and the privacy and dignity of the Service User are maintained.
- Staff must not give or disclose, directly or indirectly, any information about the Wellbeing Residential Group's business interests.
- Staff are expected to work to the standards set out in the document 'Code of Practice for Social Care Workers' written by the General Social Care Council, September 2002.