



Professional Boundaries Policy

Revised April 2013

POLICY ON PROFESSIONAL BOUNDARIES

Name: Wellbeing Residential Ltd

Policy Statement

This agency believes that staff need to observe professional boundaries in their relationships with service users and their relatives, friends, visitors and representatives and that behaviour outside those boundaries should be regarded as abusive and a reason for disciplinary action. We recognise that it is often difficult to draw precise lines defining appropriate behaviour, so we encourage staff to be transparent in their dealings with service users and others and to discuss with managers any ambiguities which arise. The starting point is that the needs of service users should be at the centre of our care practice; any relationship which might threaten that objective should be questioned.

Aim of the Policy

The aim of this policy is to lay down the principles and values underlying our approach to professional boundaries in relationships with service users and their relatives, friends, visitors and representatives.

The Parties Involved

Staff

This policy applies to all staff of the agency, including temporary staff and volunteers, not only those who have regular contact with service user in a care-giving capacity.

Service users

The term service user is used in this policy to include current service users, past service users and anyone whose contact with the agency is concerned with their being or having been a user or potential user of services.

People associated with service users

This policy includes relationships with people directly associated with service users in a personal capacity — their relatives, friends, visitors and representatives.

Professional Boundaries

Professional relationships must be distinguished from personal relationships. Although we believe that staff can quite properly gain satisfaction from developing and sustaining relationships with service users, the key consideration should always be the needs of the service user rather than the personal or mutual satisfactions which characterise personal relationships. Staff must therefore on occasions hold back from allowing a relationship to develop a dimension or to a degree which they personally would find satisfying, in the interests of ensuring that the needs of the service user remain paramount. Any member of staff who feels that a relationship is developing which might be judged inappropriate,

should discuss the situation with their manager. The action to be taken may include varying the staff member's duties in order to limit contact with that person, discussing the situation frankly with the person in order to re-establish appropriate boundaries, or in extreme circumstances controlling an individual's contacts with the agency.

Professional Codes of Practice

All staff should be familiar with and comply with the code of conduct and practice of the General Social Care Council (GSCC), copies of which are supplied to all staff. Nursing and other professional staff should in addition comply with the standards of conduct and practice set by their own regulatory bodies. Breaches of any of these codes by staff will be reported, and the agency will cooperate with any action taken by a regulatory body.

Action Outside the Work Situation

Although we do not in general seek to regulate the private behaviour of staff, we recognise that on occasions an individual's behaviour away from work may call into question their suitability to work in social care services. It is the responsibility of all staff therefore to behave, both at work and outside, in ways which uphold their own credibility and the agency's reputation.

Training

All staff will be encouraged to read this policy and related policies as part of their induction process and will be provided with training on professional boundaries.

Signed:

Date:

Policy review date:
