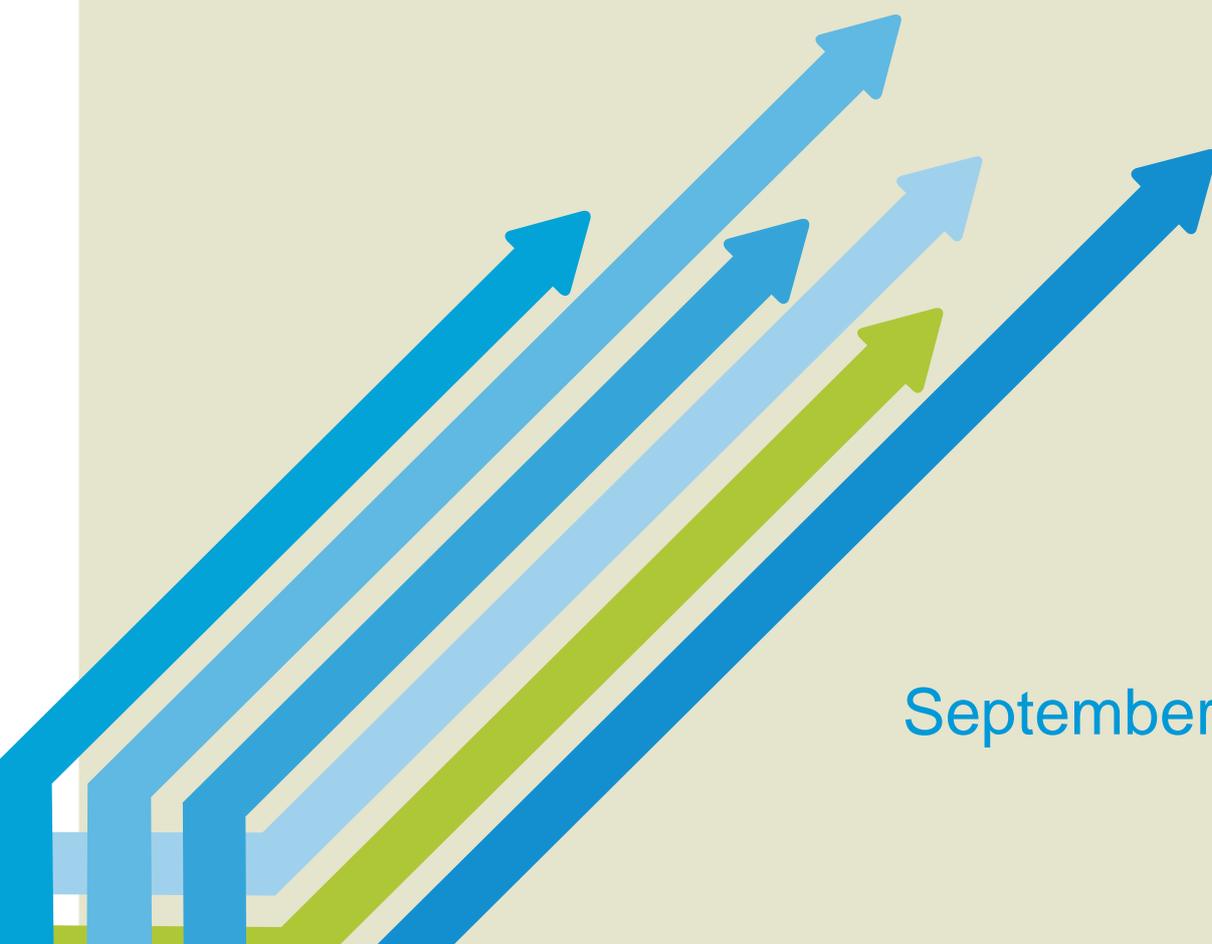




KMCS >

Kent and Medway
Commissioning Support Unit

**Code of Conduct for Kent and Medway G.P.
Practice Healthcare Support Workers.**



September 2015

Code of Conduct for Kent and Medway G.P. Practice Healthcare Support Workers.

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September 2015

Foreword

The role of health care support workers (HCSWs) in GP surgeries has developed considerably in recent years and yet, in the absence of regulation for HCSWs there is relatively little good quality guidance for their practice. This suite of resources is a much welcomed addition to the practice shelf, and will be useful for every team member in the practices within which they work. They will benefit staff and patients alike and should be implemented consistently across the region.

The resources build on national standards for HCSWs from across the UK and make them relevant to general practice. The core standards reflect the knowledge and values that support quality care, and the code of conduct will give HCSWs confidence in understanding the standards that are expected of them. The resource pack for HCSWs not only explains key issues including mentorship, accountability and training, but also provides examples of key documents that will be useful for the practice team from sample job descriptions to PSDs.

The resource suite will also support employers in understanding their responsibilities in enabling HCSWs to work in the most appropriate and effective ways within the practice. They have been well researched and are written in a language that is accessible to all. Most importantly they reinforce the importance of patient centred care throughout.

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This document can be found on the Kent LMC website at
<http://www.kentlmc.org/kentlmc/website10.nsf/pages/home/>

And GP staff training e-learning platform <http://kmgp.learningpool.com/login/index.php>

Introduction.

This is a Code of Conduct for Kent and Medway G.P. Practices. It has been developed by the Practice Nurse Adviser team at Kent and Medway Commissioning Support Unit. It is a guideline to ensure service users and the public receive a consistent, high-quality, safe and effective service from Healthcare Support Workers (HCSW) and comes in conjunction with **Essential Knowledge and Core Standards** for Healthcare Support Workers and a **Code of practice for G.P. Employers. A HCSW resource pack** has been developed to support this code. These can be found on the same website.

This code of conduct has been inspired by the excellent work that has already been undertaken by Skills for Health which can be found at <http://www.skillsforhealth.org.uk/workforce-transformation/code-of-conduct-and-national-minimum-training-stan/>

The Care Certificate was introduced in April 2015 and it is now the expectation of all HCSWs to undertake this learning as part of their induction programme.

The Care Certificate was created as a result of the Cavendish review (2013) which found that the training and development of HCSWs was often not consistent. This review was part of the response to the Francis Inquiry into the failings of care at the Mid-Staffordshire NHS Trust.

The Care Certificate describes the minimum knowledge and skills that a HCSW must know.

Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. Kent and Medway Code of Conduct describe how a HCSW should behave and should be used alongside the Care Certificate. It is a measurable way to check that a HCSW is working to the same standards as other people in similar roles and are designed to help HCSWs to provide safe effective and compassionate healthcare. The Care Certificate was introduced in April 2015 and it is now the expectation of all HCSWs to undertake this learning as part of their induction programme.

Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

Scope.

The Code applies to all Healthcare Support Workers employed within G.P.Practices within Kent and Medway as a benchmark to ensure high quality safe care.

What will this Code mean for Healthcare Support Workers?

- This will provide a set of standards, to ensure Healthcare Support Workers can know the standards they are expected to meet.
- Healthcare Support Workers can use the Code to identify areas for personal development and improvement.
- The Code will support Healthcare Support Workers to fulfil the requirements of their role, in order to protect service users, public and others from harm.

How will this Code help Managers?

- The code will help employers to understand the standards they can expect of Healthcare Support Workers.
- It will assist employers in identifying training and support needs.

How will this Code help the Public?

- It provides an assurance framework to ensure that the public understands the standards they can expect of Healthcare Support Workers.
- The code aims to give services users the confidence that they will be treated with dignity, respect and compassion at all times.



Healthcare Support Workers should:

- 1. Be accountable for their actions or omissions.**
- 2. Promote and offer compassionate care at all times.**
- 3. Work in collaboration with their supervisor and colleagues as part of a team to ensure the delivery of high quality safe care to service users and their families.**
- 4. Communicate in an open, transparent and effective way to promote the wellbeing of service users and carers.**
- 5. Respect a person and their carers' right to confidentiality, dignity and wellbeing.**
- 6. Strive to improve the quality of healthcare through continuing personal and professional development.**
- 7. Uphold and promote equality, diversity and inclusion.**

1.Be accountable for their actions or omissions.

Guidance statements.

As a Healthcare Support Worker employed within Kent and Medway G.P.Practices

You should:

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 those tasks agreed in your job description and for which you are competent.
2. Always behave and present yourself in a way that does not call into question your suitability to work in a health care environment.
3. Be able to justify and be accountable for your actions or omissions.
4. Always seek guidance from your supervisor or employer if you do not feel able or adequately prepared to carry out any aspect of your work, or you are unsure how to effectively deliver a given task competently and safely.
5. Establish and maintain clear and appropriate professional boundaries in your relationships with service users, their carers and colleagues at all times.
6. Not accept any offers of loans, gifts, benefits or hospitality from anyone in your care or anyone close to them which may be seen to compromise your position.
7. Comply with your employers policies and agreed ways of working.
8. Report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of service users, and if necessary use whistleblowing procedures to report any suspected wrongdoing.

Please see Resource Pack for HCSW's for further guidance

2. Promote and offer compassionate care to service users and their carers.

Guidance statements.

As a Healthcare Support Worker employed within Kent and Medway G.P.Practices

You should:

1. Always act in the best interests of people who use health and care services.
2. Always treat people with respect and compassion.
3. Take into consideration the goals and aspirations of people who use health and care services.
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. Always gain valid 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. Always maintain the privacy and dignity of people who use health and care services, their carers and others.
7. Be alert to any changes affecting a person's needs or progress and report your observations in line with your employer's agreed ways of working.
8. Always make sure that your actions or omissions do not harm an individual's health or wellbeing.
9. Challenge and report dangerous, abusive, discriminatory or exploitive behaviour in practice.
10. Always take comments and complaints seriously, respond to them in line with agreed ways of working and inform a senior member of staff.



3. Work in collaboration with your colleagues to ensure delivery of high quality, care and support.

Guidance statements.

As a Healthcare Support Worker employed within Kent and Medway G.P.Practices

You should:

1. Value and understand the part you play in the team, recognise and respect the roles and expertise of colleagues in the team and from other agencies and disciplines and work in partnership with them.
2. Work openly and co-operatively with service users and their families and treat them with respect.
3. Work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.
4. Honour work commitments, agreements and arrangements and be reliable and dependable.
6. Actively encourage the delivery of high quality healthcare, care and support.



4. Communicate in an open and effective way to promote the health, safety and wellbeing of service users and their carers.

Guidance Statements.

As a Healthcare Support Worker employed within Kent and Medway G.P.Practices

You should:

1. Communicate respectfully with service users and carers in an open, accurate, effective and straightforward way ensuring confidentiality.
2. Communicate effectively and consult with colleagues as appropriate.
3. Always explain and discuss the care or procedure you intend to carry out with the service user and only continue if they give valid consent.
4. Document and maintain clear and accurate records of your care and report any changes or concerns in the condition of individuals immediately to a senior member of staff.
5. Recognise both the extent and the limits of you role, knowledge and competence when communicating with service users, carers and colleagues.

Please see Resource Pack for HCSW's for further guidance



5. Respect a person's right to confidentiality.

Guidance Statements.

As a Healthcare Support Worker employed within Kent and Medway G.P.Practices

You should:

1. Treat all information about all service users and carers as confidential.
2. Only discuss or disclose relevant information about service users and carers in accordance with legislation and agreed ways of working.
3. Always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
4. Always discuss issues of disclosure with the **Caldicott Guardian** of your practice.



6. Strive to improve the quality of healthcare through continuing professional development.

Guidance Statements.

As a Healthcare Support Worker employed within Kent and Medway G.P.Practices

You should:

1. Ensure up to date compliance with all statutory and mandatory training in agreement with your supervisor.
2. Participate in continuing professional development (training and education) to achieve the competence required for your role as agreed at annual appraisal.
3. Maintain an up to date record of training and development.
4. Contribute to the learning and development of others where appropriate.

Please see Resource Pack for HCSW's for further guidance



7. Uphold and promote equality, diversity and inclusion.

Guidance Statement.

As a Healthcare Support Worker employed within Kent and Medway G.P.Practices

You should:

1. Respect the individuality and diversity of service users, carers and your colleagues.
2. Not discriminate or condone discrimination against service users, carers or your colleagues.
3. Promote equal opportunities and inclusion for service users and carers.
4. Report concerns regarding equality, diversity and inclusion to a senior member of staff as soon as possible.



GLOSSARY OF TERMS.

1. **ACCOUNTABILITY** - To be responsible and answerable for actions.
2. **CAPABILITY** - The power or ability to do something.
3. **COLLABORATION** - The action of working with someone.
4. **COMPETENT** - Having the necessary ability, knowledge, or skill to do something successfully.
5. **COMPETENCE** - The knowledge, skills, attitudes and ability to practise safely and effectively without the need for direct supervision.
6. **COMPETENCIES** - Specific knowledge, skills, judgment, and personal attributes required to practice safely.
7. **CONSENT** - Permission for something to happen or agreement to do something.
8. **DEPENDABLE** - Worthy of trust; reliable.
9. **DISCLOSE** - To make (secret or new information) known.
10. **EFFECTIVE** - To be successful in producing a desired or intended result.
11. **HEALTH CARE SUPPORT WORKER**- In a General Practice setting this usually refers to an Assistant Practitioner or a Healthcare Assistant.
12. **MENTOR** - An experienced person who trains and counsels employees or students.
13. **OMISSION** - To leave out or exclude.
14. **PROCEDURES**- An established or official way of doing something.
15. **PROFESSIONAL** - A person competent or skilled in a particular activity.
16. **PROMOTE** - To support or actively encourage.
17. **RESPECT** - To have due regard for someone's feelings, wishes, or rights.
18. **RESPONSIBLE** - Morally accountable for one's behaviour and having an obligation to do something, as part of one's job or role.
19. **SERVICE USER** - A person who uses services.
20. **SKILL** - The ability to do something well; expertise.
21. **SUPERVISE** - The active process of directing, guiding and influencing the outcome of an individual's performance of a task.
22. **TRANSPARENT** - To be open to public scrutiny.
23. **UPHOLD**- To maintain (a custom or practice).

References

Skills for Care (2013) *Code of conduct for Healthcare Support Workers and Adult Social Care Workers in England*, available at <http://www.skillsforhealth.org.uk/about-us/news/code-of-conduct-and-national-minimum-training-standards-for-healthcare-support-workers/>

NHS Wales (2011) *Code of conduct for Healthcare support workers in Wales*, Available at <http://www.wales.nhs.uk/sitesplus/documents/829/Final%20-%20NHS%20HSW%20Booklet%20ENG.pdf>

NHS Scotland (2009) *Code of conduct for healthcare Support workers in Scotland*, Available at <http://www.hcswtoolkit.nes.scot.nhs.uk/resources/hcsw-standards-and-codes/>

Useful websites

<http://www.rcn.org.uk/development/practice/principles>

<http://www.england.nhs.uk/wp-content/uploads/2012/12/6c-a5-leaflet.pdf>

<http://rcnhca.org>.

