



## **Respectful Working**

This document constitutes the code of conduct for staff working for and on behalf of Manor Care Homes Ltd

This policy outlines the expectations placed on staff when employed by Manor Care Homes Ltd. A residential service is considered public space by law.

Staff should declare any police cautions and convictions received outside of their working hours to the Registered Manager.

Staff are in a position of great trust and responsibility when working with service users and colleagues. Manor Care Homes Ltd will endeavour to support you and develop your skills. Staff will maintain the confidentiality of service users and other staffs' personal information outside of working hours. This includes personal information relating to staff and service users working and living in other services within the company.

Staff will turn up on time ready and fit to start their shift. It is the individual's responsibility to know their shift pattern. When you are working you must be free from any trace of or contamination from alcohol or controlled substance (Refer to Substance & Alcohol Abuse Policy). When working you must not be overly tired. Staff should refrain from anything that may impact on their ability to think and work in a safe manner. Clothing and jewellery should be safe, practical, appropriate and respectful adhering to the Standards of Dress Policy.

The following will not be tolerated whilst on duty:

- Alcohol or substance misuse
- Sexual relationship/s with other staff member/s or partner
- Disrespectful or sexually inappropriate language to anyone



- Violence or aggression
- Bullying
- Harassment or intimidation as a result of a person's sexuality, gender, beliefs or ethnicity.
- Inappropriate language or behaviour will be deemed abusive.

Harassment has been defined as somebody feeling uncomfortable, intimidated, or offended in any way. This applies to service users, other staff, people coming into the service i.e., family members, therapist etc, or people in the community i.e., members of the public. This means that even if you intended no offence and somebody takes offence, your actions may be considered as falling within the remit of this policy and appropriate action taken by management. We will also take this seriously, and respect and protect, any "whistle-blowing"-that is, a person reporting misconduct of others to management.

The following topics will be discussed periodically during supervisions and during the day to day running of the service:

- Staff should report any neglectful or abusive practice towards a service user to a senior member of staff (senior support worker, deputy manager, registered manager or operational director) at the time of concern.
- Staff will adhere to the aims, values and principles of the company.
- Staff will address the service users in the way they wish to be addressed.
- Staff will demonstrate respectful interactions with service users and fellow colleagues.
- Staff will demonstrate rapport, active listening and good communication with service users and fellow colleagues.



- Staff will not use aversive or punishing methods, language or behaviour, in their work with service users or colleagues.
- Staff will contribute to the development of person-focused guidelines for working with service users and demonstrate the ability to carry these out.
- Staff will highlight their training needs and continuing personal development during supervisions.
- Staff will keep themselves up to date with the content of the service user files to be able to competently support the individual.
- Management will maintain the service user files updating information as and when required.
- Any information regarding a service user, another member of staff, communications from families or other professionals or the service should be recorded on the appropriate documentation in a legible and understandable fashion. Assistance should be sought from other staff if needed.
- If staff have any queries or issues over practice or attitude, they should address this with the person concerned at the time of incident. If this does not resolve the issue satisfactorily, the query should be brought to the attention of the manager.
- After any length of absence, staff should up date themselves by reading the service users files, the communication book and diary. Staff should speak with colleagues.
- Staff should read and sign all policies, procedures and guidelines relating to service users or the service making sure they understand the content. If any staff member has a query regarding the above. This should be addressed with the registered manager.
- Staff should follow their duties as laid out in their contract and job descriptions.



- Staff are expected to attend team meetings, supervisions and other training events required by the organisation.
- If there is an incident of “challenging behaviour”, debriefing will occur within five working days, and this will be recorded.
- Staff will be encouraged to employ “reflective practices” in their work during supervisions and mentoring.
- The responsibility for learning from events lies not with the organisation but the individual member of staff.
- As part of continual quality development, all policies and procedures will be reviewed regularly. Changes will be communicated clearly.

This policy is a working document and points will be added or discontinued as appropriate otherwise it will be reviewed every six months. Any amendments will be notified to staff through team meetings, supervisions and the communication book.