



Aspects Care Ltd

Code of Conduct for Employees

Supported Living

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Introduction

This document sets out the codes of conduct for employees of Aspects Care Limited, describing the standards of conduct and practice within which they should work. The intention of the Code of Conduct is to set out standards and expectations set by Aspects Care in line with Company policies and procedures and ensure that employees understand what is expected of them. Aspects Care aims to promote a safe and secure working environment for all employees and Service users and therefore compliance with the code of conduct is essential.

Code of Conduct for Support Workers

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- 1) To sign up to and promote the Department of Health “Dignity Challenge”
- 2) Be honest and trustworthy
- 3) Be reliable and dependable
- 4) Must not form inappropriate personal relationships with service users.
- 5) Must not abuse the trust of service users and Carer’s, or the access you have to personal information about them or their home.
- 6) Must not exploit service users, Carer’s or colleagues in any way.
- 7) Respect diversity, different cultures and values.
- 8) Maintain a good standard of appearance and personal hygiene.
- 9) Maintain a professional image at all times and act to enhance the reputation of the service.
- 10) Respect service user’s homes and lifestyles.
- 11) Understand the service users care plan and care needs.
- 12) Must not use any personal laptop, mobile phone, headphones, music player or other device whilst working in a service user’s home.
- 13) Where a care worker is working with another colleague in a services user’s home, they must not have private conversations or, discuss any other service user or confidential matter.

The Dignity Challenge: Your right to be treated with respect.

At Aspects Care we aim to provide a high quality care service which puts people's dignity at the forefront of the service we provide.

High quality services that respect people's dignity should:

1. Have a zero tolerance of all forms of abuse.
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service.
4. Enable people to maintain the maximum possible level of independence, choice, and control.
5. Listen and support people to express their needs and wants.
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution.
8. Engage with family members and Carer's as care partners.
9. Assist people to maintain confidence and a positive self-esteem.
10. Act to alleviate people's loneliness and isolation.

Time Keeping

- You are responsible to arrive at work for the specified time(s) allocated to you on your rota or by your manager if the shift has been allocated at short notice.

- If you are going to be late for a shift, you must contact your line manager or Care Coordinator as soon as possible and inform them of the reason for lateness and how long you will be.
- If your shift starts outside of office hours, you must phone the “on call” number.
- If you arrive at work more than one hour late without notifying management, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the allocated shift.
- Persistent lateness or absence may result in disciplinary action and/or loss of appropriate payment.

Attendance

- Employees must ensure their regular attendance at work unless unfit or unable to do so.
- Employees must report their inability to attend work in accordance with Statutory and local reporting procedures by telephoning a member of management in person as soon as they become aware that they are unfit for work and must provide information of the nature of the issue that has prevented them in attending work.
- Text messages are not an acceptable form of communicating sickness, you must speak to your line manager and explain the reason for your absence. Failure to report verbally may result in your absence being classified as unauthorised.
- Staff must keep their line manager informed during their period of sickness and advise the line manager in advance of their likely date of return.
- To submit a Self-Certification Form (SC2) for a period of sickness absence under 7 days within 3 days of being sick
- To submit a Doctor’s or Hospital In-patient Certificate for a period of sickness absence for 7 days or more within 4 days of the certificate being issued.
- Attend return to work discussions and absence review meetings as necessary
- If your period of sickness overlaps or coincides with a period of annual leave, you must ring in fit to work with your line manager prior to taking your annual leave otherwise it will be assumed you are still unfit for work and the period will be classed as continued sickness, annual leave will not be paid.
- Sickness taken over the Christmas period (22nd December to 2nd January) must be covered by a medical certificate issued by your Doctor or hospital for the period of sickness even if this is less than 7 days.

Please see Attendance Policy and Procedure for full guidelines.

Holidays/Annual Leave Entitlement

- Our holiday year runs from 1st April to 31st March.

- You may not take annual leave between 22nd December and 2nd January as the company requires all staff to be at work during this period.
- Should you have exceptional circumstances for the need for holiday during December and January you should seek permission in writing to the Director of Care, authorisation of holidays during the period is at management discretion.
- Your holiday entitlement is 5.6 weeks holiday per year.
- If you are part time your holiday will be calculated on a pro rata basis.
- Employees joining or leaving the company during the year will be entitled to holiday on a pro rata basis.
- Holidays accrued but not taken cannot be carried over to the next holiday year.
- Staff are required to email their annual leave request and have it authorised before making any firm holiday arrangements.
- Notice of one month notice is required for any holiday leave.
- You should not make firm holiday plans/bookings until your annual leave has been authorised by your line manager.
- Should you book a holiday and your annual leave is not authorised, Aspects Care will not take responsibility for any financial loss you may incur; this will be at your own expense.

Supervisions & Appraisals

- Staff members are required to attend Supervision with their line manager every 8 weeks.
- Supervisions and Appraisals will be allocated to your rota and form part of your terms and conditions of employment.
- Supervisions and Appraisals are mandatory and form part of CQC compliance.
- If you are unable to attend an allocated appointment for Supervision or Appraisal you must contact your line manager as soon as possible to give reason and to rearrange the appointment.
- Consistent failure to attend scheduled appointments for Supervision or Appraisal may result in disciplinary action being taken against you.
- Staff will be paid at their normal hourly rate for attendance of Supervision and Appraisal appointments.
- All supervisions and team appraisals will take place via Microsoft teams, Employees' will receive an email Microsoft team's link invite, detailing the date, time and expected duration of supervision or appraisal. This is so that both parties can prepare appropriately.
- Supervision and appraisals are recorded via Microsoft teams. The video recording is saved to the employees' electronic file as evidence of the meeting taking place.

Use of mobile telephones and personal electrical equipment.

Personal electrical equipment includes items such as mobile phones, lap tops, kindles/ e-readers, electronic cigarettes/Vapes, I-pods/mp3 players, tablet computers, headphones/earpods. (This list is not exhaustive).

- Personal telephone calls are only allowed In case of emergency and with the prior permission of your immediate manager/care coordinator.
- All personal mobile phones or personal electrical devices including tablets, laptops, music players etc are to be switched off whilst working with a Service User unless previously authorised by your manager/care coordinator.
- Only mobile phones owned by Aspects Care Ltd will be used during work time. Under no circumstances should these mobile phones be used for personal calls, unless you have authorisation from your manager/care coordinator.
- Staff members must not utilise Service Users electricity supply to charge or power their personal mobile phone or any other personal electrical equipment.

Company Mobile Phones

- Company mobile phones are issued to staff and projects for professional use only.
- Company mobile phones must be kept charged at all times in order for staff and service users to be contactable during working hours.
- Where a mobile phone is issued to a project the staff member(s) on duty are responsible to carry that mobile phone with them at all times during the shift.
- Company mobiles should be answered immediately and calls returned as soon as possible if missed.
- Failure to be contactable via the company mobile phone whilst on shift could result in safeguarding or operational issues arising and therefore could result in disciplinary action being taken against you.
- Any maintenance or operational issues with company mobile phones should be reported to your line manager immediately so that the problem can be rectified.

Smoking/Vaping

- Smoking/Vaping inside public enclosed spaces or work places is illegal.
- Smoking/vaping is not permitted in any Aspects Care Ltd premises; this includes Service Users homes, care homes, offices and company vehicles.

- Aspects Care Ltd does not permit the use of electronic cigarettes/Vapes within the work place.
- Staff members, who choose to smoke cigarettes or electronic cigarettes/Vapes, may do so on allocated break times in a suitable agreed smoking area.
- Smoking/Vaping in front of the workplace or Service Users' property is not permitted.
- If working in an individual's home please respect the wishes of the Service User as they may not want you to smoke/Vape anywhere within the boundaries of their property.
- Use of Service Users or the Company's electricity supply to charge an electronic cigarette/Vape or any other personal electrical equipment is not permitted.

Team Meetings

- Team meeting attendance is compulsory and forms part of your terms and conditions of employment.
- Team meetings are held monthly for each Service User.
- Dates for team meetings are allocated at the start of each year and each project is allocated a letter with the timetable for team meetings on it.
- Team meetings are scheduled on your duty rota.
- Team meetings are also written in the project diary for your reference.
- It is the staff member's responsibility to ensure they are aware of when the team meetings are taking place.
- Any changes to team meetings will be communicated to staff via their manager.
- If you are unable to attend a team meeting you are required to contact your line manager in advance of the meeting and explain why you are unable to attend. This will then be logged as an authorised absence. Failure to contact your line manager will result in an unauthorised absence being logged.
- Staff members are required to attend a minimum of 8 team meetings per year; failure to attend a minimum of 8 meetings may result in disciplinary action being taken.
- Failure to attend 3 consecutive team meetings without good reason may result in disciplinary action being taken against you.
- All team meetings will take place via Microsoft teams, advance notice of sessions is be given. Employees' will receive an email Microsoft team's link invite, detailing the date, time and expected duration of team meeting.
- Team meetings are recorded via Microsoft teams. The video of the team meeting is saved to the service user's electronic file as evidence of the meeting taking place

Handover on Project

- When arriving on project to start your shift, staff must ensure a thorough handover is completed with the previous staff member.
- Staff must ensure that they read/check the communication book, daily living records and medication administration record when arriving on shift to work with a Service User.
- Handover should include: medication, Service Users' behaviour, general health and wellbeing, keys to properties (if applicable), staff mobile phone, monies (if applicable), any valuables which staff need to take responsibility for e.g. bank cards, bus passes.
- A handover checklist must be completed and signed by both staff members at the time of the handover.
- Failure to complete a full and thorough handover could pose health and safety risks to both staff and Service Users, which could result in disciplinary action being taken against you.
- A member of management will conduct weekly unannounced spot checks on Service User projects to ensure compliance with handover and all Support Worker responsibilities.

Working arrangements: Being placed on standby

- Staff on occasions may be placed on standby support. This may occur where the Service User is staying with family, visiting friends, going on an outing etc. and the staff are not required to directly support the Service User.
- Staff on standby duty, need to be available to attend to support the Service User should there be a requirement to do so. Staff should be able to attend to the Service User within 1 hour of being notified of their requirement to deliver support. Staff are required to ensure that they remain fit to complete their duties and should refrain from drinking alcohol or taking any medication or substances that make them drowsy (staff should read labels prior to taking any medications).
- Staff placed on standby duty should not plan alternative activities or anticipate not being called upon. They must remain in phone contact with the management team and the Service User and must respond promptly to any calls made to them by management or a Service User. Staff must ensure they remain in an area where there is good mobile phone reception coverage or provide alternative means by which to be contacted.
- Where management or a Service User try and fail to contact a staff member on standby duties then that shift will not be paid as standby to the staff member.

- The management reserves the right to transfer staff on standby duties to alternative services if required. Where this occurs the staff member will be notified of the alternative duties being allocated to them and will be given sufficient time to attend to the place of work.
- Where staff are reasonably requested to cover alternative shifts and refuse to do so without a valid reason they will be subject to the discipline procedure and will not receive payment for the standby shift originally allocated to them.

Please see working arrangements policy for full standby procedure.

Conduct and Behaviour towards Colleagues and Management.

- Employees are expected to treat each other with respect
- Behave professionally and appropriately when representing the company
- Speak to each other politely and with courtesy
- Support staff and management should communicate effectively and in an appropriate manner. In difficult situations be aware of the tone you are using.
- Shouting, swearing or aggression will not be tolerated
- Language or behaviour which is deemed offensive or inappropriate will not be tolerated.
- Be aware of the wording you use when writing or communicating reports to management or on professional documents.