

Harrow Shared Lives Scheme Policy & Procedure No. 41

Standards of Conduct and Practice

The Harrow Shared Lives Scheme believes that Shared Lives (SL) Carers and workers in the service (whether paid or voluntary) should act in a professional and competent manner at all times, keeping in mind the best interests of the people who are making use of SL arrangements.

How would this happen?

The Care Quality Commission has issued a code of conduct for all people who are managing or working in social care services. The Harrow Shared Lives Scheme meets the expectations in this code of conduct by: -

- recruiting SL Carers and workers who have the knowledge and skills for their jobs;
- following up references and all necessary safety checks before they start work;
- providing training and development opportunities for them and making sure they understand their jobs and responsibilities;
- having written policies and procedures;
- enabling SL Carers and workers to report any concerns they may have about the running of the service or about the way that care and/or support is provided for people in Shared Lives arrangements;
- making it clear that any form of bullying, harassment or discrimination is unacceptable and may result in disciplinary proceedings for workers or in a review of approval for SL Carers.

SL Carers and workers will: -

- respect your human rights and different cultures and values;
- enable you to make choices and decisions and to be in control of your own life;

- treat you as an individual;
- support you in doing as much as possible for yourself and maximise your independence;
- respect your privacy and dignity;
- keep information about you confidential, following the service's policy and procedures about this;
- take action to keep you and themselves and other people safe including following appropriate policies and procedures;
- challenge dangerous or abusive or discriminatory behaviour;
- work with each other and other professionals to support you effectively.

SL Carers and workers will be required to take responsibility for: -

- treating people with respect and courtesy, including people in SL arrangements and their relatives and colleagues and other professionals;
- being honest and trustworthy and reliable and dependable;
- working in a lawful, safe and effective manner;
- taking up learning and development opportunities for themselves and contributing to learning and development opportunities for others;
- informing their SL Worker or supervisor/manager if they do not have the skills or confidence to carry out particular tasks;
- making sure they do not work under the influence of drugs (apart from prescribed medicines) or excessive alcohol;
- following the service's written policies and procedures;
- declaring anything that might cause a conflict of interest with their work in this service;
- promoting the work of the Harrow Shared Lives Scheme through their own good practice.

SL Carers and workers must not: -

- abuse the trust of people in SL arrangements;

- exploit people in SL arrangements, or colleagues;
- discriminate against people in SL arrangements or against colleagues, or condone discrimination from other people;
- accept gifts or bequests from people in SL arrangements or their families;
- form inappropriate personal relationships with people in SL arrangements;
- behave in a way that damages the reputation of this service or social care in general.

If SL Carers or workers behave in a way that is dishonest, violent, indecent, abusive or discriminatory (even if not connected with their work) this may mean they are considered unsuitable to work in the Harrow Shared Lives Scheme.

See these other policies and procedures and documents for further information on:

- Equal opportunities
- Confidentiality
- Joint working and information sharing
- Health and safety
- Safeguarding against abuse and neglect.
- Safe friendships and relationships
- Management of people's money, valuables and financial affairs
- Making choices and decisions
- Communication
- Harassment and bullying
- Restrictive physical intervention
- Restriction of liberty
- Working with and responding positively to people who challenge services
- Whistleblowing
- Recruitment and assessment of SL Carers

- Recruitment and employment of workers and managers
- Working with volunteers
- Grievance procedure (for workers and managers in the service)
- Disciplinary procedure (for workers and managers in the service)
- Training and development
- Smoking and the use of alcohol and drugs in the service
- Individual planning, monitoring and review
- Personal care
- Daily life and inclusion in the community
- Cultural and religious customs
- Keyholding and entering and leaving a person's home
- Complaints and concerns
- Statement of Purpose
- Continuous improvement in the service
- Supporting and reviewing SL Carers
- Carer's Agreement