

Code of Conduct Policy

Policy Statement

This policy sets out the values, principles and policies underpinning Griffiths Knight Case Management Ltd.'s approach to the conduct of its staff.

Griffiths Knight Case Management Ltd. considers that all staff should always act competently and professionally in line with the applicable Griffiths Knight Case Management Ltd. standards and regulations, the respective occupational codes of conduct, and the Griffiths Knight Case Management Ltd.'s own standards.

The Codes of Conduct

Support workers

Griffiths Knight Case Management Ltd. expects any support worker to comply with the *Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England* (Skills for Health/Skills for Care, available at www.skillsforcare.org.uk), and for Griffiths Knight Case Management Ltd. to follow *The Code of Conduct Employer Guide* in its application of the code. These staff are provided with copies of the code on appointment and are provided training on it in their induction.

In line with the code, these staff must:

1. Be accountable by making sure they can answer for their actions or omissions.
2. Always promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their support workers.
3. Work collaboratively with their colleagues to deliver high quality, safe and compassionate healthcare, care and support.
4. Communicate in an openly and effectively way to promote service users' health, safety and wellbeing.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion.



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Griffiths Knight Case Management Ltd. recognises that it has a duty to ensure that its staff always act professionally and competently with clients' best interests in mind. Therefore, in Griffiths Knight Case Management Ltd, all staff and associates, in addition or as reflected in their respective occupational Code of Practice, must:

1. Treat all clients, other staff, relatives, friends and other visitors of Griffiths Knight Case Management Ltd. users with respect and courtesy.
2. Treat clients' accommodation and property with respect.
3. Behave honestly and with integrity.
4. Act with care and diligence.
5. Comply with all applicable UK laws, health and safety legislation, employment law legislation and other relevant codes of conduct.
6. Comply with any lawful and reasonable direction given by a superior or the Griffiths Knight Case Management Ltd's case manager.
7. Maintain appropriate standards of confidentiality and data protection.
8. Take reasonable steps to avoid any conflict of interest (real or apparent) in connection with their employment.
9. Use the Griffiths Knight Case Management's resources in a proper manner.
10. Not provide false or misleading information in response to a request for information that is made for official purposes in connection with employment.
11. Not make improper use of the staff's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the member of staff or for any other person.
12. At all times behave in a way that upholds Griffiths Knight Case Management Ltd's values, integrity and good reputation.
13. Not give or disclose, directly or indirectly, any information about Griffiths Knight Case Management Ltd's business interests.
14. Comply with Griffiths Knight Case Management Ltd's Gifts & Bequests Policy.
15. Show no favouritism in awarding contracts (e.g. to businesses run by staff, ex-staff, friends or relatives).
16. Ensure that acceptance of commercial sponsorship does not influence work at the Griffiths Knight Case Management Ltd.



Staff Whose First Language is Other than English

1. It is important that staff whose first language is other than English should not cause offence to others by communicating with one another in the presence of colleagues and Griffiths Knight Case Management Ltd users (whose first language is English) in languages other than English.
2. Where staff members' first language is other than English, they should only carry out conversations in their own language as private conversations away from colleagues and clients. Persistent use of other than English when carrying out the work of Griffiths Knight Case Management Ltd. will be regarded as uncourteous and disrespectful to clients and colleagues, who are accustomed to being communicated with in English.
3. As English is the standard language for communicating all aspects of a person's care and treatment, the use of foreign languages could in certain circumstances have other consequences, compromising the health and safety of clients and others. Where there is evidence that such means of communication are responsible for any of the following, Griffiths Knight Case Management Ltd. will treat it as a disciplinary matter:
 - a. causing offence, as described above
 - b. showing lack of respect and not meeting clients needs to be treated with dignity at all times, and/or
 - c. putting clients' safety at risk.

The staff involved in these incidents could be made subject to formal disciplinary proceedings because they will be breaching this code of conduct and are not achieving the standards of care and diligence that we expect of them.

Reviewing

This policy will be reviewed on an annual basis to ensure it is being effectively implemented.

Date of Policy: 11 April 2022	Renewal Date: 11 April 2023
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