

Community Connections



**COMMUNITY
CONNECTIONS**
Nurturing Communities, Embracing Nature

Staff Code of Conduct

Commencement Date: 06th January 2024

Review Date: 06th January 2025

Signed :Mrs N Butler

To offer a fair and effective service to everyone at Community Connections, staff must have a clear understanding of the expectations in terms of behaviour so that these expectations can be conveyed to service users according to their individual level of understanding.

Objectives

To make Community Connections a happy and purposeful environment where relationships are friendly and caring. This naturally promotes a supportive and proactive environment enabling everyone to achieve personal goals and objectives on a day-to-day basis whilst addressing the needs of the individual always.

Achieving and Maintaining Standards

Before considering the management of negative behaviour it is essential to identify how acceptable standards can be developed and maintained.

- Involve service users in any decisions affecting them.
- Encourage service users to accept responsibility for their actions, and by ensuring that everyone understands that there is a cause for, and consequence to, every action.
- Encourage everyone to share concerns, and care for each other.
- Promote positive relationships to achieve understanding and mutual respect.
- Provide service users with positive role models.

Service Users Must Feel Valued and Important By

- Maintaining a positive, warm, caring environment.
- Experiencing success at work and in recreation.
- Recognising, promoting, and celebrating the strengths and achievements of service users.
- Establishing and building on strong and positive relationships.
- Demonstrating a commitment to every individual's well-being.
- Being consistent, firm, and fair.

Encouragement of Positive Behaviour

The positive aspects of praise and reward must be emphasised. Desirable and appropriate reward may include:

- Praise and encouragement: which forms an important part of life and is also an important aspect of our philosophy.

- Individual and group successes must be highlighted both in-house and to all other interested parties, i.e., family, advocates, and care managers.
- Appropriate material rewards.
- Extending parameters of trust.
- The issuing of age and interest appropriate rewards.

Unacceptable Or Negative Behaviours

Behaviour which is detrimental to the health, safety and well-being of others will be investigated thoroughly.

Care plans will be devised and implemented with advice and consultation from appropriate professionals, family advocates and care managers so that negative behaviour will be dealt with positively, effectively, and appropriately.

Unacceptable or negative behaviour must be recorded in a service user's file and in the event of serious behaviours such as self-harm, harm to others, damage to property etc, an incident form should be completed, signed, and witnessed by those involved. In the event of any resulting medical treatment being administered this must also be recorded.

Community Connections good behaviour and discipline rely on good relationships, strong role models and positive interaction. We are opposed to the use of sanctions unless necessary, but we accept that sanctions may have to be implemented as part of the approach to an individual's personal development program. Any sanctions imposed must be constructive and positive, having been negotiated through discussion with the service user, family, advocates, and care managers.

POLICY STATEMENT AND PROCEDURE REGARDING PERSONAL CONTACT BETWEEN STAFF AND SERVICE USERS

Staff should respond to every person's physical and emotional needs by offering an appropriate level of support and empathy

At referral stage it should be ascertained, through discussion and assessment, the relevance and significance of everyone's personal relationships with others and whether there are any issues surrounding gender and sexuality, which need to be addressed.

Necessary physical support given by staff to service users requiring help and supervision with personal care should be given sensitively, paying respect to privacy, dignity, and personal choice of the individual.

Inappropriate advances from service users towards staff should be addressed immediately by the staff member, reinforcing the boundaries expected of the service user in respect of the relationship

Physical contact should not arouse or respond to sexual expectations or feelings. A sensitive but professional approach must always be maintained.

A service user asking for physical comfort should not be responded to automatically, neither should they be rejected without a sensitive response and explanation.

Privacy for physical expressions of affection or comfort may well be appropriate in such circumstances as bereavement but for everyone's protection physical contact in private must be avoided.

Avoid being "behind closed doors" on a one-to-one basis with service users (e.g., advocacy or counselling), endeavour to meet at a venue where you can easily be observed without intrusion, i.e., through a window or glass panel door.

Where necessary physical support is given with personal hygiene and care tasks, each service user must be afforded privacy, dignity, respect, and personal choice always. Staff supporting service users in such tasks must be appropriate to the age, gender, ability, and the needs of the individual.

This policy was last reviewed on: 6th January 2024

Signed: N Butler

Renew Date 6th January 2025 or as needed