

Standards of Conduct, Performance and Ethics Policy and Procedures Policy

Summary:	This policy sets out to detail how the service will support staff to access and follow their professional code of conduct. It highlights the framework for discussing and reviewing personal practice when things go wrong and how as an organisation we maintain the codes. It has been reviewed with minor word changes only. All Underpinning Knowledge references have been checked and remain current.
Relevant Legislation:	The Care Act 2014 The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Health Professional Council (Legal Framework) Nursing and Midwifery Council (NMC) Legislation Nursing and Midwifery Order 2001
Underpinning Knowledge:	<p>Author: Nursing and Midwifery Council, (2023), Professional standards of practice and behaviour for nurses, midwives and nursing associates [Online] Available from: https://www.nmc.org.uk/standards/code/read-the-code-online/</p> <p>Author: General Medical Council, (2025), Professional Standards. Available from: https://www.gmc-uk.org/publications/standards_guidance_for_doctors.asp</p> <p>Author: Skills for Health, (2025), Code of Conduct for Healthcare Support Workers and Adult Social Care Workers [Online] Available from: https://www.skillsforhealth.org.uk/info-hub/category/code-of-conduct/</p> <p>Author: HCPC, (2024), Standards of Conduct, Performance and Ethics [Online] Available from: https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/</p> <p>Author: Skills for care, (2013), The Code of Conduct Employer Guide Available from: https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Code-of-conduct/Guidance-on-the-Code-of-Conduct-for-employers.pdf [Accessed: 02/05/2025]</p>



Clover Care Group Ltd, Runway East, Aldgate East, 2 Whitechapel Road, E1 1EW

Tel: 0330 818 0001
Email: enquiries@clovercare.co.uk
Web: www.clovercare.co.uk

. Registered Company No. 15877706



1. Purpose

1.1 To meet the requirements set by Codes of Conduct for specific groups of staff at Clover Care Group Ltd. These include for example:

- Skills for Care
- Skills for Health
- The Nursing and Midwifery Council

1.2 This policy should be read in conjunction with the following: Staff Handbook at Clover Care Group Ltd

- GP and Visiting Professionals Policy and Procedure

1.3

Key Question Quality Statements



EFFECTIVE	QSE2: Delivering evidence-based care & treatment QSE3: How staff, teams & services work together
SAFE	QSS3: Safeguarding
SAFE	QSS6: Safe and effective staffing
WELL-LED	QSW5: Governance, management and sustainability

2. Scope

2.1 Roles Affected:

- All Staff
- Registered Manager

- Other management

2.2 People Affected:

- Service Users

2.3 Stakeholders Affected:

- External health professionals
- NHS



Clover Care Group Ltd, Runway East, Aldgate East, 2 Whitechapel Road, E1 1EW

Tel: 0330 818 0001
 Email: enquiries@clovercare.co.uk
 Web: www.clovercare.co.uk

. Registered Company No. **15877706**



3. Objectives

3.1 To ensure that Clover Care Group Ltd supports and promotes the expectations of regulatory bodies by supporting staff to achieve compliance with their codes of conduct and performance.

To be able to demonstrate an active code of conduct within the culture and practice of Clover Care Group Ltd.

4. Policy

4.1 Clover Care Group Ltd will provide opportunities for employed staff to maintain their learning and development.

However, staff will appreciate and adhere to their code of conduct in relation to their own responsibilities in maintaining and updating their knowledge, to ensure it remains current and evidence based.

4.2 Mary Dunn will maintain an overview of performance and will respond appropriately to shortfalls in professional standards.

Clover Care Group Ltd will perform lessons learnt where shortfalls are experienced and cascade these to the staff team, where appropriate, in supervisions and team meetings.

4.3 The Skills for Care Code of Conduct standardises 'best practice' expectations and can form the basis of staff development and review.

Clover Care Group Ltd will adopt this code for all direct Care staff.

4.4 If there is concern regarding any visiting professional's conduct whilst supporting the Service User, staff will report this to their line manager and record the incident.

5. Procedure

5.1 All relevant staff at Clover Care Group Ltd have personal responsibility for maintaining their compliance with all of the requirements of their code of conduct.

It is the individual responsibility of staff to comply with any published guidelines in association with their regulating bodies, such as the Health Care Professional Council, General Medical Council and the Nursing and Midwifery



Clover Care Group Ltd, Runway East, Aldgate East, 2 Whitechapel Road, E1 1EW

Tel: 0330 818 0001
Email: enquiries@clovercare.co.uk
Web: www.clovercare.co.uk

. Registered Company No. **15877706**



Council.

5.2 Clover Care Group Ltd will provide computer and Internet access for employed staff during their working hours. This will be used to access their regulatory body website and any associated resources, standards and guidelines.

5.3 Mary Dunn will ensure that new care staff starting employment at Clover Care Group Ltd receive a copy of the Staff Handbook, which requests staff to access the [Code of Conduct](#)

5.4 Clover Care Group Ltd staff affected by this policy will be supported during supervisions and the appraisal process to evidence the following:

- Reflection of their practice
- Compliance with their code of conduct
- Learning and development opportunities and
- needs The opportunity to ascertain feedback
- Raise any issues, observations, safeguarding concerns with regards to colleagues and the Service

5.5 In relation to visiting professionals, any concerns with performance or conduct when supporting Service Users will be reported to the line manager.

Mary Dunn will follow due processes with regard to reporting safeguarding concerns to the safeguarding team of Tower Hamlets, as well as informing CQC and relevant regulatory bodies as deemed necessary.

6. Definitions

6.1 Nursing and Midwifery Council

- The Nursing and Midwifery Council is the regulator for nursing and midwifery professions in the UK. The NMC maintains a register of all nurses, midwives and specialist community public health nurses eligible to practise within the UK

6.2 General Medical Council

- The General Medical Council is a public body that maintains the official register of medical practitioners within the United Kingdom



Clover Care Group Ltd, Runway East, Aldgate East, 2 Whitechapel Road, E1 1EW

Tel: 0330 818 0001
Email: enquiries@clovercare.co.uk
Web: www.clovercare.co.uk

. Registered Company No. **15877706**



6.3 Skills for Care

- Skills for Care is the strategic body for workforce development in adult social care in England. Skills for Care helps create a well-led, skilled and valued adult social care workforce

7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Clover Care Group Ltd will support staff with learning and development and provide access to resources and best practice guidelines to aid compliance with relevant codes in relation to maintaining knowledge and safe practice
- Individuals who work to a code of conduct have a duty to be aware of its expectations and to adhere to it
- Codes of conduct set the standards for health and social care professionals so that they can provide high-quality, safe care and promote best practice

8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Care Workers and registered healthcare professionals are expected to work within a code of conduct that is designed to ensure that a consistent standard of service is provided
- You can expect to be supported by staff who are trained, competent and knowledgeable
- If you would like further information about staff codes of conduct, please discuss this with a member of staff, or you can refer to the following document on the HCPC Website: 'Who regulates health and social care professionals?'

Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.

Outstanding Practice



Clover Care Group Ltd, Runway East, Aldgate East, 2 Whitechapel Road, E1 1EW

Tel: 0330 818 0001

Email: enquiries@clovercare.co.uk

Web: www.clovercare.co.uk

. Registered Company No. 15877706



To be "outstanding" in this policy area you could provide evidence that:

- Feedback from Service Users, colleagues and visitors (from meetings, complaints, compliments and suggestions in relation to staff conduct) is used to review and amend practice and provide quality assurance
- Clover Care Group Ltd is proactive in referring to the Code in daily practice so that it is embedded
- Supervisions and appraisals include discussions around codes of conduct, performance and practice
- Staff understand and are seen to deliver the expectations set within their code of conduct
- There is a strong commitment for staff to develop their skills, competence and knowledge, and acquire new skills. There is a focus on continuous learning and improvement at all levels within Clover Care Group Ltd



Clover Care Group Ltd, Runway East, Aldgate East, 2 Whitechapel Road, E1 1EW

Tel: 0330 818 0001
Email: enquiries@clovercare.co.uk
Web: www.clovercare.co.uk

. Registered Company No. **15877706**

