

OP08 Carer Code of Conduct**1. Policy Statement**

- 1.1 Shared Lives South West expects all people affiliated with the organisation to uphold its culture and values. This includes Carers approved by the scheme and Support Carers, both formal and informal.
- 1.2 By outlining the standards of behaviour expected of all Carers we aim to create safe and supportive working environments, maintain our reputation and ensure we offer a high standard of person-centred support to the individuals we work with.

2. Standards of Behaviour

- 2.1 At all times Carers are expected to be familiar with and uphold the organisations' values in their day to day practise, as follows:

Community

- Communicate in a professional, respectful and appropriate manner that understands and meets the communication needs of others.
- Create effective relationships with others to build trust, mutual support and unity.

Autonomy

- Embrace self-management, taking responsibility and ownership for individual actions and role within the organisation.
- Embrace change and innovation by coming up with new ideas and solutions that improve how we work.

Resilience

- Commit to self-care and wellbeing, seeking help where needed, and offering help and support to others.
- Commit to personal development, incorporating reflective practice to learn and grow.

Equity

- Embrace diversity by respecting, understanding and celebrating our differences.
- Contribute to an environment where everyone feels safe to be their authentic self

- 2.2 All Carers are also expected to:

- At no time bully, harass, victimise or discriminate anyone

- Respect other people's privacy and confidentiality by ensuring that any personal or confidential information is shared in line with our confidentiality or data protection policies
- Keep the organisation informed of relevant information as written in the Carer Agreement, handbook and policies
- Not engage in any activity, inside or outside of work, which could damage the reputation of the organisation
- At all times conduct self with honesty and integrity
- Be familiar with and follow all other relevant organisational policies
- To prioritise monitoring visits and reviews and liaise with professionals in an appropriate manner
- Ensure training and insurance remains in date

2.3 This policy is not exhaustive in defining all standards of conduct. If a Carer is unsure what the expectations are, they must speak to their Shared Lives Coordinator or Team Leader.

2.4 A review of behaviours will form part of all Carer's annual appraisals.

2.5 Any concern in Carer conduct will be discussed by the SLC within their supervision or peer support and may result in an agreed action plan to enable the Carer to meet the expected behaviour standard.

2.6 A serious or prolonged repeat of concern will lead to potential suspension of service and/or de-approval.

3. Holidays and Breaks

3.1 Carers are expected to take regular breaks from their role as a Carer for Shared Lives South West. For Long term Carers a respite allowance is provided to facilitate this. Short break Carers should regular book periods of non-support.

4. Other Absences

4.1 Carers have a duty to inform Shared Lives South West if they are going to be absent from their caring role for any reason. Information should be provided detailing the dates they are away and the arrangements for the ongoing care and support of any individuals they support.

4.2 While Carers are expected to build a support network, they can use for regular respite Shared Lives South West appreciates there will be occasions when additional time off is needed. Carers should, as far as possible, inform the scheme of this need in advance and we will endeavour to support the Carer to source alternative support for their individuals.

- 4.3 Failure to inform Shared Lives South West of their absence and/or the use of unapproved support carers could result in a suspension of the service and/or de-approval

5. Social Media

- 5.1 Whilst Shared Lives South West recognise and respect a Carer's right to a private life outside of work, they must ensure that any social media activity does not breach confidentiality relevant to their role, or damage the reputation or trust of the organisation.
- 5.2 To ensure that personal communication and work communication remain separate; Carers should not accept Shared Lives employees as online 'friends' on their personal social media networks.
- 5.3 When using social media to comment on an issue related to Shared Lives South West, the Shared Lives model, or social care in general, Carers should consider the effect of their comments on their reputation and that of the organisation.

6. Drugs and Alcohol

- 6.1 Everyone has a duty to ensure that they act responsibly in their role. The expectations of Shared Lives Carers is that they will comply with the Shared Lives South West Smoking, Alcohol and Drugs policy.

7. Political Affiliation

- 7.1 When engaging in personal political activities, such as attending rallies, Carers must ensure that they are not seen to be representing Shared Lives South West, and that no organisational resources are used in any political activity

8. Gifts and Hospitality

- 8.1 In the context of ordinary family life, Carers and/or families can exchange small birthday and Christmas presents. Carers should be open about this and inform Operational staff.

9. Review

- 9.1 This policy will be reviewed every two years, or earlier if required.

10. Responsibilities

- 10.1 The Registered Manager has overall responsibility for the implementation of this policy.

10.2 All Carers are expected to conduct themselves in a manner that upholds this policy.

10.3 Carers failing to conduct themselves in a manner that up holds this policy could face a suspension of their service and/or de-approval

11. Resources

Carers handbook <https://www.sharedlivessw.org.uk/carer-handbook/>