

There when you need us

PREPARED BY:

Business Development Manager



Code of Conduct Policy

CODE OF CONDUCT

THE PURPOSE OF THIS POLICY

- To inform all Temporary Staff of our client's expectations of their general conduct and approach to tasks.
- To emphasise the importance of a professional approach to all clients and service users.
- To highlight situations that Temporary Staff may have to deal with.

WHAT YOU MUST NOT DO

Discrimination

Temporary Staff should not discriminate between people on the grounds of Creed, colour, race, political preference, sexual preference, ethnic background, Disability of whatever nature, age, marital status or gender.

Reputation

Temporary Staff are ambassadors of the Employment Business

Own Duties

Temporary Staff must never attempt to perform any duties of care or otherwise that may fall outside their expertise/and or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.

Confidentiality

Temporary workers will at times become privy to information concerning a client or service user, this information must be treated with respect and always remain confidential. At no time may any Temporary worker discuss the confidential affairs of Stellar Care, a client, or a service user without specific written permission to do so. The only exception to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service user's well-being.

Dignity

Temporary Staff must not do or say anything that may put the dignity or health of their service users at risk.

WHAT YOU MUST DO

All Temporary workers should abide by the content of this policy.

Professionalism

Temporary Staff must always remain professional whilst on assignment, even if regular contact with service users or other workers may engender

Personal Relationships

Temporary Staff must take specific care to keep the professional nature of the relationships intact in the working environment.

Keep Updated

Temporary Staff must always keep up to date with policies and procedures and changes to legislation that may affect them.

Respect

Temporary Staff must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety.

Keep to plan

Temporary Staff must always, whenever applicable, keep to the requirements of a care service plan and/or any other agreed role requirement.

Best Interests

Agency Staff must always act with the best interests of the service user in mind.

Notifications

Temporary Staff should always in the first instance notify the manager of the Institution that you are working of any concerns followed by a telephone call to the Employment Business.

Own Decisions

Temporary Staff must always allow the service user to make the decisions regarding what is best for them. This includes decisions about treatment and personal affairs.

Complaints

Stellar Care has a detailed policy detailing how to report complaints. In the event of a complaint that may affect your duties or obligations please refer to our policy and notify Stellar Care immediately.