



NEW DIRECTION SUPPORT

CODE OF CONDUCT FOR WORKERS

Name: New Direction Support

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Policy Statement

This organisation believes that all individuals with learning disabilities and staff have a right to:

- Privacy
- Dignity
- Freedom of choice
- Control over what happens in their own home
- Independence
- Fulfilment

New Direction Support (a Premier Care Plymouth Ltd company)

Registered Office: Old Court, Tavistock Road, Roborough, Plymouth, PL6 7BD

Company Number: 05842342

- Integrity

All care and support staff will be issued with a copy of the “Skills for Care Code of Conduct”.

All staff must treat people with learning disabilities in such a way that respects these rights. This Code of Conduct sets down the expected standards of behaviour in general and in particular, to ensure that staff work with individuals in such a way as to maintain these rights.

All of the above codes should be used as a cross-referencing guide for this policy.

The Policy

Behaviour

- Staff will not smoke in the home of any person with learning disabilities.
- Staff will not consume alcohol whilst on duty, nor be under the influence of alcohol when reporting for duty.
- Staff will not take any other person into the home of anyone with learning disabilities without written authorisation from the manager or their representative.
- Staff will not remain in the home of a person with learning disabilities without the individual or their representative is present unless specific permission in writing has been given by the individual or their representative unless in a shared-lives setting or similar community living arrangement.

The Use of Touch

Touch is the first sense acquired and the last lost and our skin is our largest sensory organ. Touch is highly significant in our everyday encounters, relationships and emotional, social and even physical development. Touch may be used indirectly in threatening ways to demonstrate control or dominance or be mobilised as a direct form of sexual or physical violence. Alternatively, touch may inadvertently or deliberately express affection, reassurance, solidarity, empathy or support or even signal sexual desire.

- Humans need to touch to be well and to grow.
- People who do not have positive touch suffer from ‘touch hunger’.
- Touch helps all of us understand and connect with the world around us.
- Touch helps those who do not speak communicate with those around them.
- Touch makes people feel valued.
- Touch makes people feel like they belong.
- Touch makes staff feel appreciated.
- Touch reduces isolation.
- Touch stimulates people and makes them calm and alert.
- Hand-on-hand guiding helps people learn important skills.

In this policy, we consider the three broad touch categories: good touch, bad touch, and absent touch. Adults and children in residential settings, or receiving domiciliary

care, may only receive instrumental touch (e.g. dressing or feeding someone), restraint touch (bad touch) or no touch (absent touch).

With people with learning disabilities with complex needs, positive touch is imperative for communication, attachment, support, self-worth and identity, yet much 'professional' touch is only instrumental to their physical care or involves restraint because of self-injury or possible harm to others.

Many individuals with learning disabilities, due to abuse, marginalisation, stigma, disability and illness, may have been deprived of sufficient positive human touch or may manifest culturally different touch practices, so their responses may be much less predictable than expected.

This organisation confirms the need for our staff to attend carefully not only to bad touch but equally to good touch and absent touch. We will ensure that all staff are informed enough to assess when their touching of people with learning disabilities may be appropriate while reflexively considering power dynamics, cultural issues and their knowledge of and relationship with the individual.

We will ensure that staff understand the touch practices of different cultures as appropriate to the needs of the people we provide services for and judge their acceptability in the context of safeguarding concerns.

We will promote the development of awareness of their value judgements about passivity, mental capacity, worthiness, hierarchies of bad touch, their feared moral and physical contamination in respect of certain groups and how this may negatively impinge upon their professional practice.

Clear boundaries for the use of touch will be identified within Support and Care plans for each individual receiving our services where appropriate. Any concerns or challenges to these boundaries will be reported to the registered manager or the manager on duty as and when required.

Identity Cards

- Staff have digital identity card with them at all times during working hours and show it when requested to do so by the person with learning disabilities, their representative, or any other person in authority.
- Failure to carry their identity card may result in the staff member not being admitted to the home of a person with learning disabilities, unless in a shared-lives setting or similar community living arrangement, and subsequent disciplinary action may be taken.

Dress and Infection Control

- Staff will ensure that their personal hygiene is satisfactory during working hours.
- Staff will be smart in appearance and dress appropriately for the tasks they are to carry out.

- Disposable latex gloves and disposable aprons will be used for all personal care work.

Confidentiality

Staff must observe at all times, whether during or after the termination of any assignment, the strictest confidence in all dealings with the individual with learning disabilities and this organisation following the company's confidentiality policy.

Equal Opportunities

- All workers will be treated equally and fairly and free from discrimination as identified under the Equality Act 2010 and the Protected Characteristics.
- All Service Users will be treated in the above manner by workers.

Time Keeping

Staff will work with individuals with learning disabilities at the times specified on their rota and stay with them for the entire duration allocated; failure to do so could lead to disciplinary action.

Gifts and Gratuities

Staff must not accept gifts, tips or gratuities from people with learning disabilities without prior written approval from this organisation

Wills

A staff member will decline to be a signatory to, or beneficiary or executor of the will of an individual with learning disabilities receiving services from this organisation.

Purchases and Sales

- Staff or their friends, relatives or acquaintances will not, under any circumstances, offer either to purchase or sell any item irrespective of size or value from an individual with learning disabilities receiving services from this organisation, including via catalogue shopping and similar means of purchase.
- When shopping for individuals with learning disabilities, staff will not claim these purchases on their bonus or loyalty cards.
- Staff or their friends, relatives or acquaintances will not borrow money from, nor lend money to, individuals with learning disabilities receiving services from this organisation.

Use of an Individual with Learning Disabilities' Property

Staff or their friends, relatives or acquaintances will not use or borrow any household or garden equipment, car or any other property of the individual with learning

disabilities receiving services from this organisation, for their own, their family's or friends' benefit, either in their home or outside it. This also includes the use of any electronic media including computers.

Damage to a Service User's Property

This organisation has the requisite public liability insurance in place to cover incidents of accidental damage to service users' property. Sometimes accidents do happen, and we will always take a reasonable view of the circumstances concerning an incident that has resulted in damage to a service user's property.

It must be noted that if a carer damages a service user's property, it may be considered a form of abuse or neglect. The service user can report the damage to the police and potentially seek compensation from the carer's employer or insurance company.

Property damage can be a form of abuse or neglect, especially if the carer's actions were intentional or resulted from a lack of proper care and attention.

As the employer, we are typically responsible for the actions of our employees, including instances of property damage.

If it is found that the property damage has occurred due to the carer's negligence or deliberate actions, we may take disciplinary action, and if appropriate (usually at the conclusion of that disciplinary process), may refer the matter to the police in the case of deliberate, significant damage.

Medication

Staff will not, under any circumstances, purchase, collect or assist in giving any proprietary or prescribed medication, except following this organisation's Medication Policy.

Appointee and Financial Matters

- Staff will not act as appointees, or in any other official capacity, either for, or on behalf of, an individual with learning disabilities receiving services from this organisation before written approval is given.
- Staff will not undertake any financial transactions either for or on behalf of, an individual with learning disabilities receiving services from this organisation, except those set down in their care or support plan.

Personal Relationships

- Staff will at all times maintain a proper, professional relationship with individuals with learning disabilities, avoiding emotional and physical familiarity.
- Staff that find themselves becoming personally involved with an individual with learning disabilities receiving services from this organisation must notify the Registered manager immediately so that appropriate action can be taken

after discussion with the individual, their representatives and the staff member.

Behaviour whilst Off Duty

- Staff must be mindful not to breach confidentiality or professional boundaries whilst off duty.
- Issues regarding work must not be discussed or disclosed to any third party whilst off duty.
- Staff must not visit an individual with learning disabilities receiving services from this organisation off duty unless written permission has been given by this organisation
- Staff must be mindful not to talk about the individuals with learning disabilities receiving services from this organisation or their colleagues whilst socialising, especially in public places where their conversation might be overheard.
- Staff must ensure that all paperwork relating to their work is stored safely and out of sight, even at home.
- Report any breaches of this policy immediately.

Stop and Search

Considerations if searching personal possessions

A search will only be conducted where there is a clear, legitimate justification to search an employee or their possessions in line with a contractual right to do so. It would only be in the most exceptional circumstances where a search would be conducted outside of a contractual right.

Even though the employee's contract allows the employer to conduct a search, we will seek the employee's consent.

Where an investigator needs to search a desk or cupboard that an employee uses, the employee will be invited to be present. Where they are unable to be present, a manager will be present to witness the search.

If an employee refuses to be searched when their contract allows this, it might amount to unreasonable behaviour and/or jeopardise evidence that could potentially be used to exonerate them.

This refusal in itself could lead to disciplinary proceedings. However, an employee may have a legitimate reason to refuse and the person investigating should be sensitive to other factors that may explain a refusal.

An investigator should therefore explore why an employee has refused to be searched and seek to resolve this rather than assume that a refusal implies guilt.

Where it is believed that a criminal offence may have been committed, an employer may call the police as they have wider powers to search individuals.

All requests and refusals should be recorded.

Company Procedure on Stop and Search

Employees are advised that a search does not indicate that they are under any suspicion of wrongdoing and searches may be carried out randomly.

In line with employees' terms and conditions of employment, we reserve the right to carry out searches, including:

- A physical search of the employee where they will be asked to remove their jacket and empty all their pockets
- A search of all baggage (both personal and company property)
- A search of any vehicle on the company's property (both personal and owned by the company)
- A search of all work areas (including but not limited to desks, lockers and cabinets, locked or otherwise), this may also include a search of any electronic devices such as laptops or phones owned by the company in compliance with the appropriate company policy

The company will ensure that the level of search is fair and reasonable, taking into account all of the circumstances giving rise to it.

If the Company suspects that a non-employee such as a contractor or visitor has committed an illegal act such as theft on company property, no search will be attempted or carried out. Under these circumstances, the police will be informed immediately and any evidence gathered handed to them.

The Manner and Location of Stop and Search Activity

Only authorised people in the company who have been trained in how to conduct searches will undertake searches on behalf of the company. This is to ensure

- That the employee's dignity is protected
- Selection of employees is not discriminatory

In line with the contractual right, searches may occur at random when employees enter or leave the building and/or in circumstances where the company reasonably suspects that an employee has committed an unlawful act or act in breach of company policy. If a search is undertaken on a random selection of employees, a demonstrably fair selection process will be used.

A physical search will be carried out in a private room, by an authorised person of the same sex and in the presence of another authorised person. Employees have the right to request that a physical search is attended only by people of the same sex.

Searches of baggage, vehicles and work areas will be carried out by authorised people in the presence of the employee in question and another authorised person.

Refusal to Comply with the Stop and Search Policy

If an employee refuses to undergo a search, the employee will be asked to reconsider their refusal. If the employee maintains his/her refusal to undergo a search, the individual's manager or other senior manager will be called. They will consider the employee's stated reasons for the refusal and, if these are deemed reasonable, no further action will be taken against the employee.

The incident including the reasons for the employee's refusal to be searched will be recorded in the employee's personnel file.

If an employee unreasonably refuses to undergo a search (including if they subsequently refuse to stay on the company premises when requested to do so), the company will undertake a full investigation and this will include considering whether it is appropriate to suspend the employee on full pay. This may lead to disciplinary action in line with the company's disciplinary policy, up to and including a finding of gross misconduct where appropriate.

If the company believes that there is evidence that an employee has committed an illegal act, this may also be reported to the police.

Disciplinary Action Following a Positive Search

If a search reveals evidence that an employee has committed an act which is illegal or in breach of company policy, then the employee's manager or another senior manager as appropriate will be called, and the employee will be given the opportunity to explain the situation. If the manager is not satisfied with the explanation the company will undertake a full investigation and this will include considering whether it is appropriate to suspend the employee on full pay.

This may lead to disciplinary action in line with the company's disciplinary policy, up to and including a finding of gross misconduct where appropriate.

If the company reasonably believes that there is evidence that an employee has committed an illegal act, this may also be reported immediately to the police.

If an employee is unhappy about the way in which a search has been conducted, or thinks they have been discriminated against or otherwise treated unfairly they can raise this in the first instance with their line manager. If an employee prefers to raise a formal complaint, they should refer to the company's Grievance Procedure.

Conduct when leaving Employment

- Return all articles that belong to New Direction Support to the manager, including your ID badge and any documents, equipment, work telephone, uniform and computer software used at home.
- Documents and software include (but are not limited to) correspondence, diaries, address books, databases, files, reports, plans, records or any other medium of storing information.
- You should not retain any copies, drafts, reproductions, extracts or summaries of documents and software.
- You must ensure that you abide by any restrictive covenants within your contract, for example in relation to protecting the confidential information of New Direction Support or in relation to non-solicitation of staff or Service Users.

Related Policies

Alcohol and Drugs

Bullying and Harassment

Dress Code

Monitoring and Accountability

Social Media and Networking

Related Guidance

Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England

<https://www.skillsforcare.org.uk/Documents/Standards-legislation/Code-of-Conduct/Code-of-Conduct.pdf>

Code of Conduct Skills for Health <http://www.skillsforhealth.org.uk/standards/item/217-code-of-conduct>

ACAS

<https://www.acas.org.uk/sites/default/files/2021-03/conducting-workplace-investigations.pdf>

Training Statement

The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England will be issued and explained to staff at induction. All staff, during induction, are made aware of the organisation's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used including one to one, online, workbook, group meetings, individual supervisions and external courses are sourced as required.

The Registered Manager will review this policy.

Signed:

Reviewed: 3rd August 2026

Review Date: 9th March 2029