



TrustonTap Code of Conduct

The Code describes the standards of conduct, behaviour and attitude that the public and your clients who use your care services should expect. You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in the Code.

Nothing that you do, or omit to do, should harm the safety and wellbeing of people who use your care services, and the public. The Code aims to give people who use TrustonTap care services the confidence that they will be treated with dignity, respect and compassion at all times.

As a **TapTeam member**, you must:

- 1. Be accountable by making sure you can answer for your actions or omissions.**
 1. be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed with your client and for which you are competent.
 2. always behave and present yourself in a way that does not call into question your suitability to work in a health and social care environment.
 3. be able to justify and be accountable for your actions or your omissions – what you fail to do.
 4. always ask for guidance (from a mentor if available) if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.
 5. resist carrying out an activity if you do not feel that you can carry it out competently and safely.
 6. establish and maintain clear and appropriate professional boundaries in your relationships with clients and other health and care professionals at all times.
 7. never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
 8. comply with TrustonTap's operational processes
 9. report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use health and care services and, if necessary use whistleblowing procedures to report any suspected wrongdoing.

- 2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.**
 1. always act in the best interests of people who use health and care services.
 2. always treat people with respect and compassion.
 3. put the needs, goals and aspirations of people who use health and care services first, helping them to be in control and to choose the healthcare, care and support they receive.



4. promote people's independence and ability to self-care, assisting those who use health and care services to exercise their rights and make informed choices.
 5. always gain valid consent before providing healthcare, care and support. You must also respect a person's right to refuse to receive healthcare, care and support if they are capable of doing so.
 6. always maintain the privacy and dignity of people who use health and care services, their carers and others.
 7. be alert to any changes that could affect a person's needs or progress and report your observations in line with your employer's agreed ways of working.
 8. always make sure that your actions or omissions do not harm an individual's health or wellbeing. You must never abuse, neglect, harm or exploit those who use health and care services, their carers or your colleagues.
 9. challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
 10. always take comments and complaints from your clients seriously and respond to them in line with agreed ways of working.
3. **Work in collaboration with others to ensure the delivery of high quality, safe and compassionate healthcare, care and support.**
1. understand and value your contribution and the vital part you play in the support of your clients.
 2. recognise and respect the roles and expertise of other social care and health professionals (both TapTeam members and those from other agencies and disciplines) and work in partnership with them.
 3. work openly and co-operatively with others including those from other disciplines and agencies, and treat them with respect.
 4. work openly and co-operatively with people who use health and care services and their families or carers and treat them with respect.
 5. honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
 6. actively encourage the delivery of high quality healthcare, care and support.
4. **Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.**
1. communicate respectfully with people who use health and care services and their carers in an open, accurate, effective, straightforward and confidential way.
 2. communicate effectively and consult with other care professionals as appropriate.
 3. always explain and discuss the care, support or procedure you intend to carry out with the person and only continue if they give valid consent.
 4. maintain clear and accurate records of the healthcare, care and support you provide. Immediately report to a health professional (or family member of the client) any changes or concerns you have about a person's condition.



5. recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use health and care services, and other health and care professionals.

5. Respect a person's right to confidentiality.

1. treat all information about your client as confidential and disclose only on a need-to-know basis, having gained the consent of your client.
2. only discuss or disclose information about your client in accordance with legislation and agreed ways of working.
3. respect your client's right to confidentiality in all circumstances, unless you identify a safeguarding issue

6. Strive to improve the quality of healthcare, care and support through continuing professional development.

1. ensure up to date compliance with all statutory and mandatory training
2. participate in continuing professional development to achieve the competence required for your role.
3. carry out competence-based training and education in line with your agreed ways of working.
4. improve the quality and safety of the care you provide with the help of a mentor (if available), and in line with your agreed operational processes.
5. maintain an up-to-date record of your training and development.
6. contribute to the learning and development of others if appropriate

7. Uphold and promote equality, diversity and inclusion.

1. respect the individuality and diversity of the people who use TrustonTap care services and all those that support them.
2. do not discriminate or condone discrimination against people who use TrustonTap care services,.
3. promote equal opportunities and inclusion for the people who use TrustonTap care services.
4. report any concerns regarding equality, diversity and inclusion to the appropriate authority

Glossary of terms

ACCOUNTABLE: accountability is to be responsible for the decisions you make and answerable for your actions.

AGREED WAYS OF WORKING: includes policies and procedures where these exist; they may be less formally documented among individual employers and the self-employed.



BEST INTERESTS: the Mental Capacity Act (2005) sets out a checklist of things to consider when deciding what's in a person's 'best interests'.

CARE AND SUPPORT: care and support enables people to do the everyday things like getting out of bed, dressed and into work; cooking meals; seeing friends; caring for our families; and being part of our communities. It might include emotional support at a time of difficulty or stress, or helping people who are caring for a family member or friend. It can mean support from community groups or networks: for example, giving others a lift to a social event. It might also include state-funded support, such as information and advice, support for carers, housing support, disability benefits and adult social care.

COLLABORATION: the action of working with someone to achieve a common goal.

COMPASSION: descriptions of compassionate care include: dignity and comfort: taking time and patience to listen, explain and communicate; demonstrating empathy, kindness and warmth; care centred around an individual person's needs, involving people in the decisions about their healthcare, care and support.

COMPETENCE: the knowledge, skills, attitudes and ability to practise safely and effectively without the need for direct supervision.

COMPETENT: having the necessary ability, knowledge, or skill to do something successfully.

CONTINUING PROFESSIONAL DEVELOPMENT: this is the way in which a worker continues to learn and develop throughout their careers, keeping their skills and knowledge up to date and ensuring they can work safely and effectively.

DIGNITY: covers all aspects of daily life, including respect, privacy, autonomy and self-worth. While dignity may be difficult to define, what is clear is that people know when they have not been treated with dignity and respect. Dignity is about interpersonal behaviours as well as systems and processes.

DISCRIMINATE: discrimination can be the result of prejudice, misconception and stereotyping. Whether this behaviour is intentional or unintentional does not excuse it. It is the perception of the person discriminated against that is important.

DIVERSITY: celebrating differences and valuing everyone. Diversity encompasses visible and non-visible individual differences and is about respecting those differences.

EFFECTIVE: to be successful in producing a desired or intended result.

EQUALITY: being equal in status, rights, and opportunities.



INCLUSION: ensuring that people are treated equally and fairly and are included as part of society.

MENTOR: mentoring is a work-based method of training using existing experienced staff to transfer their skills informally or semi-formally to learners.

OMISSION: to leave out or exclude.

PROMOTE: to support or actively encourage.

RESPECT: to have appropriate consideration for someone's feelings, wishes, or rights.

SELF-CARE: this refers to the practices undertaken by people towards maintaining health and wellbeing and managing their own care needs. It has been defined as: "the actions people take for themselves, their children and their families to stay fit and maintain good physical and mental health; meet social and psychological needs; prevent illness or accidents; care for minor ailments and long-term conditions; and maintain health and wellbeing after an acute illness or discharge from hospital." (Self-care – A real choice: Self-care support – A practical option, published by Department of Health, 2005).

UPHOLD: to maintain a custom or practice.

VALID CONSENT: for consent to be valid, it must be given voluntarily by an appropriately informed person who has the capacity to consent to the intervention in question. This will be the patient, the person who uses health and care services, someone authorised to do so under a Lasting Power of Attorney (LPA) or someone who has the authority to make treatment decisions as a court appointed deputy. Agreement where the person does not know what the intervention entails is not 'consent'.

WELLBEING: a person's wellbeing may include their sense of hope, confidence, self-esteem, ability to communicate their wants and needs, ability to make contact with other people, ability to show warmth and affection, experience and showing of pleasure or enjoyment.

WHISTLEBLOWING: whistleblowing is when a worker reports suspected wrongdoing at work. Officially this is called 'making a disclosure in the public interest' and may sometimes be referred to as 'escalating concerns.' You must report things that you feel are not right, are illegal or if anyone at work is neglecting their duties. This includes when someone's health and safety is in danger; damage to the environment; a criminal offence; that the company is not obeying the law (like not having the right insurance); or covering up wrongdoing.