



POSITIVE FUTURES

Achieving dreams. Transforming lives.

Name of Policy:	Code of Conduct and Practice		
Lead Person:	HR Director		
Next Review Date:	30.09.26		
Change Record			
Issue Date	Nature of Change	Ratified by	Date ratified
01.08.17	First issue		
18.06.20	Updated to reflect HSE Code of Standards and Behaviour and detail expectations around maintaining appropriate relationships	Directors	17.06.20
06.08.21	Updated as an all-Ireland policy; developed in line with feedback from ACE to clarify the expectations of all staff and volunteers; easy read document developed for the people we support	Directors RoI Board	20.04.21 18.06.21
30.09.25	No changes	HRD	26.09.25

Code of Conduct and Practice

Aim

To ensure that our staff and volunteers (including Shared Lives Carers and HomeShare Hosts) understand the required standard of behaviour expected of them in order that we all work within the values of the organisation.

Policy Statement

Our values underpin everything we do in Positive Futures. All staff (and volunteers) are responsible for making sure their behaviour does not fall below the standards of professionalism, integrity and kindness set out in this Code of Conduct and Practice. Staff must promote the mission, values and uphold the reputation of the organisation through their actions.

Positive Futures seeks to create and nurture a positive environment for all staff and the people we support.

To this end you must, at all times:

1. Be professional, respectful, trustworthy and kind
2. Be responsible for how you behave and for the quality of your work
3. Work effectively on your own and with other staff
4. Uphold public trust and confidence in the organisation as demonstrated by your actions
5. Protect the rights and promote the interests of the people we support and their families / carers
6. Promote the independence and wellbeing of the people we support while protecting them and others, as far as possible, from harm.

Appendix 1 outlines the behaviours expected in relation to each of these requirements. The behaviours listed are examples and are not limited to those listed.

To whom does this Code apply?

The Code of Conduct and Practice is relevant for all staff and volunteers (including Shared Lives Carers and HomeShare Hosts as relevant).

Managers should:

- Ensure all new staff and volunteers are familiar with this Code within the first 2 weeks of their induction.
- Ensure, through Person Centred Supervision (PCS), mentoring, coaching and team meetings, that staff and volunteers are frequently reminded of this Code and the expectations of them in working within the letter and spirit of this Code.
- Highlight specific examples of conduct with individual staff that is consistent with / contrary to organisational expectations as part of PCS, mentoring and coaching activities.

Staff requiring accreditation from professional bodies must adhere to both this Code and those of their professional bodies. This Code dovetails with the:

- [NISCC Standards of Conduct and Practice](#) (for NI)
- [CORU Codes of Professional Conduct and Ethics](#) (for Ireland).

Other staff, such as nurses, must also adhere to the Codes of Conduct for their own professional bodies, such as [NMC](#) (NI) / [NMBI](#) (Ireland).

An easy read document ('Take 6 Steps') accompanies this Code to ensure that the people we support also understand the expectations of the behaviour of our staff and volunteers.

Appendix 1

Examples of behaviours which are in line and are not in line with the Code of Conduct

The behaviours listed are examples and are not limited to those listed.

1. Be professional, respectful, trustworthy and kind

Behaviours in line with our values i.e. you will:	Behaviours not in line with our values i.e. you will not:
• Be kind, professional, respectful and courteous. • Listen carefully to the people we support and their families / carers. • Take time to get to know people and establish trust. • Be honest and truthful. • Communicate in an open, respectful and straightforward way. • Do what you have agreed to do (and by when you have agreed to do it by), and if you cannot, explain this to people. • Be reliable and dependable. • Be honest. • Learn from your mistakes. • Be truthful and accurate when completing documents and reports. • Keep personal records and information safe in line with our Data Protection Policy. • Maintain “professional limits” with the people we support and families (including times when you may meet people we support and families when you are not working). • Follow our policies, procedures and associated guidance about accepting gifts from the people we support and their families / carers.	• Lie or withhold information to protect your own interests, or those of others. • Falsify any records yourself or for a colleague or encourage a colleague to take such action on your behalf. • Change, damage, destroy or retain any records or documents except in accordance with our policies and procedures. • Knowingly submit false expense claims. • When absent from work due to sickness, be involved in any work or activities which are inconsistent with the reason for your absence and/or which are unlikely to be helpful to your recovery. • Use your personal mobile phone when supporting the people we support (except in specific circumstances agreed with the people we support and your manager). • ‘Borrow’ or ‘lend’ money or possessions from / to the people we support. • At any time smoke or use personal mobile phones when at work (unless in line with the Smoke Free Policy or the Using Phones at Work Guidance). • Gamble at work. • Consume alcohol or be under the influence of alcohol at work. • Use or deal in non-prescription drugs.

2. Be responsible for how you behave and for the quality of your work

Behaviours in line with our values i.e. you will:	Behaviours not in line with our values i.e. you will not:
• Take personal responsibility for your decisions and actions and be able to explain and account for these. • Meet standards of practice in line with the codes of relevant professional bodies, such as NISCC and NMC (NI) or CORU and NMBI (IRL). • Maintain clear and accurate records. • Report, in a timely manner, to your manager (and any other professional body) anything that might affect your ability to do your job competently and safely. <i>This includes, but is not limited to, ill health (physical and mental health), criminal convictions, driving convictions, disciplinary investigations, any required professional registration lapsing, right to work in the UK / IRL ending, or investigations / findings of regulatory bodies or other organisations.</i> • Keep the training required for your role up to date. • Seek support and advice from your manager if you do not feel able to carry out any aspect of your work, or you are not sure about how to proceed in a work-related matter, or if you are dissatisfied with a work-related matter. • Recognise that you remain responsible for the work that you have delegated to others. • Participate in regular Person Centred Supervision with your line manager and attend Team Meetings. • Take responsibility for your learning and professional development.	• Let any relevant professional registration lapse, such as NISCC and NMC (NI) or CORU and NMBI (IRL). • Fail to attend training without justification or have out of date training required for your role. • Fail to co-operate with any investigation or formal inquiry into your conduct or performance, the conduct of others, or the quality of care or support provided to a person we support. • Delay raising any concerns that you have about your work or the work of your colleagues, including volunteers.

3. Work effectively on your own and with other staff

Behaviours in line with our values, you will:	Behaviours not in line with our values i.e. you will not:
• Take responsibility (personally and collectively) for safety and ongoing quality improvements. • Work openly, respectfully and co-operatively with colleagues / managers and treat them with respect and kindness. • Adhere to the requirements of your contract and follow all reasonable requests / directives from management. Where necessary, challenge managers or colleagues with respect. • Adhere to, and uphold the spirit and content of, all policies, procedures and guidance. • Share knowledge and experience with others as appropriate. • Recognise and respect the roles and expertise of colleagues, both in Positive Futures and from other agencies, and work in effective partnerships with them. • Contribute to the learning and development of others. • If you work alongside any of your relatives or friends, you must behave in a professional way, including maintaining confidentiality, in line with this Code of Conduct and Practice.	• Abuse, neglect, harm or do anything that could have a negative impact on the people we support, their families / carers or colleagues. • Engage in any behaviour that may ‘humiliate’, embarrass, or upset the people we support or colleagues. • Exploit the people we support, their families / carers or colleagues in any way. • Engage in any behaviour within the workplace that could impact negatively upon the people we support, your colleagues or the organisation e.g. ‘gossip’ about the people we support, families, colleagues or others; personal disagreements between staff; ‘cliques’ amongst staff; or engage in personal or family matters during work. • Collude with any staff who are engaging in poor practice (either by engaging in the same or similar practice or failing to report concerns about their practice). • Fail to declare any conflicts of interest that could affect your judgement or practice.

4. Uphold public trust and confidence in the organisation as demonstrated by your actions

Behaviours in line with our values i.e. you will:	Behaviours not in line with our values i.e. you will not:
• Communicate with the people we support, their families / carers and colleagues in a respectful manner at all times. • Be positive about the work of the organisation, the people we support and their families / carers. • Follow organisational policies, procedures and guidance, including those relating to the use of social media and other forms of electronic communication.	• Abuse the trust of the people we support or their families / carers. • Misuse the access you have to any personal information about the people we support and colleagues. • Form inappropriate personal relationships with the people we support or their families / carers, which could potentially cross professional limits. • Discriminate unlawfully against the people we support, their families / carers or colleagues. • Condone any unlawful discrimination towards or by the people we support, their families / carers or colleagues. • Distribute unauthorised documents or deface those documents placed with the authority of management. • Misuse company resources e.g. abuse, deface or wilfully damage property. • Misuse ICT equipment in breach of our ICT policies and procedures. • Behave in a way, in work or outside work, which could call into question your suitability to work for Positive Futures or could negatively impact the reputation of the organisation.

5. Protect the rights and promote the interests of the people we support and their families / carers

Behaviours in line with our values, you will:	Behaviours not in line with our values i.e. you will not:
• Treat each person as an individual with respect and kindness. • Listen carefully to the people we support and their families / carers. • Learn how to communicate well with each person we support. • Promote the rights of the people we support to have choice and control and to make informed decisions. • Respect the views and wishes of both the people we support and their families / carers. • Recognise that the views of the people we support and their families / carers may differ, which may present dilemmas that must be resolved respectfully and in a way that promotes the rights of the people we support. • Respect and maintain the dignity and privacy of the people we support and their families / carers. • Promote equal opportunities for the people we support and their families / carers. • Respect diversity and different cultures and values. • Provide assistance, where necessary, to people we support to make a complaint; take their complaints seriously; and respond to them in line with our Complaints Policy. • Report any concerns that you have in relation to how others, including colleagues, treat the people we support and their families / carers.	• Ignore the people we support or their families / carers. • Be disrespectful, argumentative, or domineering towards the people we support or their families / carers. • Be judgemental or dismissive of different opinions, beliefs or lifestyle choices. • Ignore any concerns raised by the people we support or their families / carers. • Ignore any concerns that you have regarding the conduct of colleagues or others towards the people we support or their families / carers. To do so could be colluding with poor practice and/or be a potential safeguarding issue.

6. Promote the independence and wellbeing of the people we support while protecting them and others, as far as possible, from harm

Behaviours in line with our values i.e. you will:	Behaviours not in line with our values i.e. you will not:
• Listen to the hopes, dreams and aspirations of the people we support and support them to achieve what they want in life. • Promote the independence of the people we support and empower them to understand and exercise their rights and responsibilities. • Understand people's support arrangements and follow all required guidance and risk assessments to keep them and others safe. • Recognise that the people we support have the right to take risks and help them to identify and manage potential and actual risks to themselves and others. • Comply with Positive Futures' Health and Safety policies. • Understand and follow the Risk Assessment Policies to manage the risks to the people we support from actual or potential harm to themselves or other people. • Understand and follow the Positive Behaviour Support Policy and individual behaviour support guidance. • Understand and follow our safeguarding policies to keep people safe from harm. • Report, without delay, any concerns about the quality of support provided to a person we support (both children and adults). • Report, without delay, any concerns about the attitude, conduct, performance or practice of colleagues, including volunteers.	• Ignore people's rights. • Use your personal preferences to influence a person we support in their decision making. • Exert undue influence on a person we support or their families / carers. • Disregard safety guidance, risk assessments or policies which aim to keep people safe and/or promote their independence. • Offer or accept any bribes. • Ignore any concerns that could impact upon the wellbeing or safety of a person we support. • Ignore poor practice of colleagues, including volunteers. • Carry any form of weapon. • Bring flammable substances (including fireworks) into work without permission.

Related Documents

Procedures

Guidance
Our Code of Conduct – Take 6 Steps (easy read)

Process Maps

Forms/Templates

How has this policy been informed by staff, volunteers and the people we support?

The 2021 review of this policy included consultation with the Operations Team, JCC and the Advisory Board. It was also informed by feedback from our Annual Consultation Exercise.