

What the Code of Conduct means for you

A guide for users of services, patients, carers, families and the general public about the Code of Conduct Healthcare Support Workers and Adult Social Care Workers in England

A code of conduct is in place for Healthcare Support Workers and Adult Social Care Workers in England. It can be found here on the [Skills for Health website](#) and on the [Skills for Care website](#).

What does it do?

The code of conduct sets out the minimum requirements of how Healthcare Support Workers and Adult Social Care workers should behave at work.

It is in place to help them to provide safe, effective and compassionate healthcare, care and support to you and your family. Every healthcare support worker and adult social care worker should treat you with dignity and respect.

What are the standards?

The Code of Conduct contains seven standards:

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. be accountable by making sure you can answer for your actions or omissions
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
3. work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate 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
5. respect a person's right to confidentiality
6. strive to improve the quality of healthcare, care and support through continuing professional development
7. uphold and promote equality, diversity and inclusion.

Each standard within the Code of Conduct is further explained by a series of guidance statements. If you want to see these please use the link at the top of the page to view the full document.

Who is it for?

Healthcare Support Workers in patient-facing roles and Adult Social Care Workers (not Social Work Assistants) in England.

Other registered health and social care staff (eg Social Workers, Nurses, Doctors, Occupational Therapists, Physiotherapists) have regulatory codes of conduct that they already work to so the Code of Conduct for Healthcare Support Workers and Adults Social Care Workers does not apply to them,

Why do we have a Code of Conduct for Healthcare Support Workers and Adults Social Care Workers?

Introducing a single Code of Conduct means that all Healthcare Support Workers and Adult Social Care Workers, who sign up to the code, are working to the same standards. The aim is that wherever you are accessing services, you should receive safe and high quality care and support, whether this is at home, in the community or at the hospital. You should be clear about how Healthcare Support Workers and Adult Social Care Workers should behave and what they should and should not do.

Does the code have to be used?

There is no legal requirement for employers to use this Code of Conduct. However, the Code of Conduct outlines 'best practice.' It is likely to be used by employers to measure the performance of Healthcare Support Workers and Adult Social Care Workers. It can also be used to inform investigation and complaints procedures.

How does the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers 'fit' with the Care Certificate?

The Code of Conduct describes how workers should **behave**.
The Care Certificate describes the minimum things workers must **know and be able to do**.

You can get copies of the Care Certificate documents on the [Skills for Health website](#) and [Skills for Care website](#).

Using the Code of Conduct with the Care Certificate is a measurable way to check that workers are working to the same standard as other people in similar roles across health and social care. They are designed to help them to provide safe, effective and compassionate healthcare, care and support

Although the Code of Conduct does not have to be used it does provide a model for best practice and supports the NHS Constitution and the Social Care Commitment.

What if you don't think someone is working to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers?

If you feel that the care or support you are receiving is not right, you need to ask to see the organisation's complaints procedure and express your concerns. The complaints procedure will explain how the organisation will address your concerns and outline what you need to do next.

If you have a complaint, please contact:

Service Users and staff should give feedback via the method indicated in their handbook.

Compliments and complaints can be received:

- in person
- through a staff member or colleague
- through an advocate or representative
- by telephone: 0793 449 8020
- by email: admin@abacuscaresupport.co.uk