

CLIFF HOUSE NURSING AND RESIDENTIAL HOME

STANDARD 33 (QUALITY ASSURANCE)

CODE OF CONDUCT

The management of Cliff House expects that all staff working in the home should act at all times in a professional and competent manner and with the best interests of the home and its service users in mind.

Therefore, at Cliff House, when acting in the course of home employment, all staff must:

- treat all service users, other staff, relatives, volunteers and visitors to the home with respect and courtesy
- behave honestly and with integrity
- act with care and diligence
- comply with all applicable UK laws, health and safety legislation, employment law legislation and other relevant codes of conduct
- comply with any lawful and reasonable direction given by a superior or member of the home's management
- maintain appropriate standards of confidentiality and data protection
- take reasonable steps to avoid any conflict of interest (real or apparent) in connection with home employment
- use home resources in a proper manner
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with employment
- not make improper use of the employee's duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for the employee or for any other reason
- at all times behave in a way that upholds the home's values, integrity and good reputation
- not give or disclose, directly or indirectly, any information about the home's business interests
- not accept casual gifts or favours from service users, relatives or visitors
- show no favouritism in awarding contracts (eg to businesses run by employees, ex-employees, friends or relatives)
- ensure that acceptance of commercial sponsorship does not influence work at the home

Nursing Staff

The home has an additional duty to ensure that safe and appropriate nursing care for all service users is provided. Nursing staff at the home are also covered by the Nursing and Midwifery Council (NMC) Code of Professional Conduct which sets out the standard of professional conduct which members of the profession shall maintain. According to this code:

- a nurse's registration with the NMC may be suspended or withdrawn as a consequence of proven professional misconduct or unfitness to practise
- alleged professional misconduct or perceived unfitness to practise which may be serious enough to justify removing or suspending registration must be reported to the NMC.

At Cliff House, home staff and managers have a responsibility to notify the head of home regarding any alleged breach of professional conduct or perceived unfitness to practise.

Signed

Date 7.11.03