

Code of Practice

All employees must make a commitment to work in line with the Code of Practice. The Code of Practice will be taken into account when making any decision that relates to a worker's fitness to practice.

*These guidelines are taken from the **Scottish Social Services Council Codes of Practice for Social Service Workers** <https://www.sssc.uk.com/knowledgebase/article/KA-02412/en-us> and have been adapted to reflect the work our organisation and the people who use our services.*

As an employee of DCICA I must:

1. Promote the rights and interests of people who use our services:

- 1.1 Treat each person as an individual.
- 1.2 Respect and, where appropriate, promote the views and wishes of people who use services.
- 1.3 Support the rights of people who use services to control their lives and make informed choices about the services they use.
- 1.4 Respect and maintain the dignity and privacy of people who use services.
- 1.5 Work in a way that promotes diversity and respects different cultures and values.

2. Create and maintain the trust and confidence of people who use our services:

- 2.1 Be truthful, open, honest and trustworthy.
- 2.2 Communicate in an appropriate, open, accurate and straightforward way.
- 2.3 Respect confidential information and clearly explain DCICA's policies about confidentiality to people who use services.
- 2.4 Be reliable and dependable.
- 2.5 Honour work commitments, agreements and arrangements and, when it is not possible to do so, explain why to people who use services and DCICA.
- 2.6 Declare issues that might create conflicts of interest and make sure they do not influence my judgement or practice.
- 2.7 Keep to policies and procedures about accepting gifts and money from people who use services.

3. Protect People who use our services from possible danger and harm:

- 3.1 Use established processes and procedures to report allegations of harm and co-operate with any investigations by DCICA, or another authority. This may include attending hearings and providing witness statements, documents or other information.
- 3.2 Follow practices and procedures designed to keep me and other people safe.
- 3.3 Enable people who use services to make complaints. Take complaints seriously and either respond to them or pass them to the appropriate person. Take appropriate action when there is an allegation of harm.
- 3.4 Recognise and use responsibly the power and authority I have when working with people who use services.

4. Respect the rights of people who use services, whilst striving to ensure their behaviour does not harm themselves or other people:

- 4.1 Recognise that people who use services have the right to take risks and support them to work positively with potential and actual risks to themselves or others.
- 4.2 Follow risk assessment policies and procedures to assess whether the behaviour of people who use services presents a risk of harm to themselves or others.
- 4.3 Take necessary steps to reduce the risks of people who use services harming themselves or other people.
- 4.4 Make sure that relevant colleagues and agencies are informed about the outcomes and implications of risk assessments.

5. Uphold public trust and confidence in services:

- 5.1 Not abuse, neglect or harm people who use services or my colleagues.
- 5.2 Not exploit people who use services or my colleagues.
- 5.3 Not abuse the trust of people who use services or the access I have to personal information about them or their property, home or workplace.
- 5.4 Not form inappropriate relationships with people who use services.
- 5.5 Not discriminate against people who use services or my colleagues.
- 5.6 Not condone any discrimination by people who use services or my colleagues.
- 5.7 Not put myself or other people at unnecessary risk.
- 5.8 Not behave, while in or outside work, in a way which would bring my suitability to work in support services into question.

6. Be accountable for the quality of my work and take responsibility for maintaining and improving my knowledge and skills:

- 6.1 Meet relevant standards of practice and work in a lawful, safe and effective way.
- 6.2 Maintain clear, accurate and up-to-date records in line with procedures relating to my work.
- 6.3 Tell DCICA or the appropriate authority about any personal difficulties that might affect my ability to do my job competently and safely or may affect my fitness to practise.
- 6.4 Ask for assistance from DCICA or the appropriate authority if I do not feel able to, or well enough prepared to, carry out any part of my work or if I am not sure about how to proceed.
- 6.5 Work openly with and cooperate with colleagues and treat them with respect.
- 6.6 Recognise that I remain responsible for the work that I have delegated to others.
- 6.7 Recognise and respect the roles and expertise of workers from other professions and work in partnership with them.
- 6.8 Respect the responsibilities of colleagues who follow different professional codes.
- 6.9 Undertake relevant learning to maintain and improve my knowledge and skills and contribute to the learning and development of others.
- 6.10 Listen to feedback from people who use services and other relevant people and consider that feedback to improve my practice.