

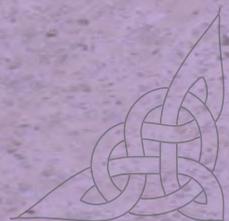
# Isle of Man Code of Conduct

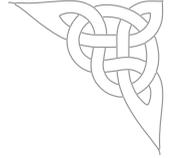
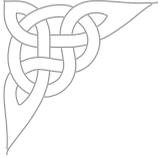
for

Senior Healthcare Assistants,  
Healthcare Assistants,  
and Support Workers



**April 2016**





## Definition of Senior Healthcare Assistant, Healthcare Assistant and Support Worker (HCA)

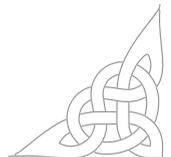
A HCA is responsible for providing either direct or indirect healthcare services to patients.

The Code applies to all HCAs who are engaged in any of the following:

- A direct clinical role, under the supervision of a health care professional;
- An indirect clinical role, under the supervision of a health care professional;
- A direct service provision role, with access to patients and members of the public;
- Dealing with personal identifiable patient data;
- Having responsibility for maintaining premises or equipment used by patients; and/or
- Involved in the preparation/delivery of goods or services directly for/to service users.

It does **not** include:

- A health care professional; or
- An unpaid volunteer; or
- A worker who is in a contract with a third party.





## Introduction

Senior Healthcare Assistants, Healthcare Assistants and Support Workers (HCAs) make a valuable and important contribution to the delivery of high quality healthcare.

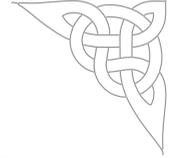
This Code describes the standards of conduct, behaviour and attitude required of all HCAs employed on the Isle of Man in both the private and public sector. It will help to ensure that patients/service users and the public receive a consistent, high quality, safe and effective service from HCAs.

HCAs are responsible for ensuring their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of patients/service users and the public.

## Purpose

The purpose of the Code of Conduct is to protect the public by:

- Promoting best practice;
- Ensuring that HCAs are working to the standards and providing high quality, compassionate healthcare, care and support;
- Providing guidance and support for HCAs on their practice so that they understand what conduct, behaviour and attitudes are expected of them by employers, colleagues, patients/service users and the public.



## Scope

The Code applies to all HCAs employed in clinical and non-clinical environments within healthcare on the Isle of Man.

## What the Code means for HCAs?

It provides a clear set of standards that HCAs:

- Are expected to meet;
- Should use to assure themselves they are working to the required standards and, if not, change the way they are working;
- Can use to identify areas for personal development and improvement;
- Can use to fulfil the requirements of their role, behave correctly and do the right thing at all times. This is essential to protect patients/service users, public and others from harm.

## How will this Code help Managers?

The Code will help employers to:

- Understand what standards they can expect of HCAs;
- Help identify those HCAs not meeting the standards and their support and training needs.

## How will this Code help the Public?

The Code is based on the principle of protecting the public. It provides an assurance framework so that the public know what standards they can expect of HCAs.

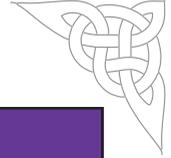




## **Senior Healthcare Assistants, Healthcare Assistants and Support Workers must:**

1. Be accountable by making sure you can always answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights and wellbeing of patients/service users and their carers at all times.
3. Work in collaboration with your colleagues as part of a team to ensure the delivery of high quality safe care to patients/ service users and their families.
4. Communicate in an open transparent and effective way to promote the wellbeing of patients/service users and carers.
5. Respect a person's right to confidentiality, protecting and upholding their privacy.
6. Improve the quality of care to service users by updating your knowledge, skills and experience through personal and professional development.
7. Promote equality of all patients/service users, colleagues and members of the public and ensure they are treated fairly and without bias.





# 1

## Be accountable by making sure you can always answer for your actions or omissions

### Guidance Statements

As a Senior Healthcare Assistant, Healthcare Assistant or Support Worker on the Isle of Man you must:

1. Be honest with yourself and others about what you can do, recognise the limitations of your competence and only carry out those tasks agreed in your job description and in which you have gained and maintained competence.
2. Behave in a professional manner which would not call into question your suitability to work in a health care environment.
3. Make sure you can justify and are accountable for your actions or your omissions to service users, your employer, members of the public, your supervisor, and others.
4. Always seek guidance from your supervisor if you do not feel able or adequately prepared to carry out any aspect of your work, or you are unsure how to effectively deliver a given task.
5. Inform your supervisor about any difficulties that might affect your ability to do your job competently and safely. If you do not feel competent to undertake an activity, you must report this to your supervisor.
6. Establish and maintain clear and appropriate professional boundaries in your relationships with service users, their carers and colleagues at all times.
7. Refuse to accept any offers of loans, gifts, benefits or hospitality from anyone in your care or anyone close to them which may be seen to compromise your position.
8. Comply with your employer's policies and procedures.
9. Report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of service users.





# 2

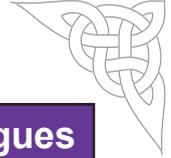
## Promote and uphold the privacy, dignity, rights and wellbeing of patients/service users and their carers at all times

### Guidance Statements

As a Senior Healthcare Assistant, Healthcare Assistant or Support Worker on the Isle of Man you must:

1. Treat each person as an individual, promote independence and self-care and assist patients/service users to exercise their rights and make informed choices about care.
2. Always gain consent before you begin any treatment or care and support people's rights to accept or decline any treatment or care.
3. Consider, respect and protect the privacy and dignity of patients/service users, carers and colleagues.
4. Contribute to a safe health care environment that is fit for practice.
5. Always make sure your actions or omissions will not harm the person's health or wellbeing or delay their recovery. Do not abuse, neglect, harm or exploit service users, carers or colleagues.
6. Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
7. Always take complaints seriously, respond to them in line with the organisation's policy and inform a senior member of staff.





# 3

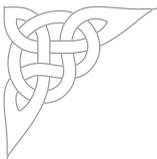
**Work in collaboration with your colleagues as part of a team to ensure the delivery of high quality safe care to patients/service users and their families**

## **Guidance Statements**

As a Senior Healthcare Assistant, Healthcare Assistant or Support Worker on the Isle of Man you must:

1. Value and understand the part you play in the team, recognise and respect the roles and expertise of colleagues in the team and from other agencies and disciplines and work in partnership with them.
2. Work openly and co-operatively with patients/service users and their families and treat them with respect.
3. Work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.
4. Honour work commitments, agreements and arrangements and be reliable and dependable.
5. Promote and maintain the delivery of high quality care to service users.





# 4

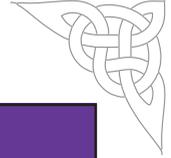
## Communicate in an open, transparent and effective way to promote the wellbeing of patients/service users and carers

### Guidance Statements

As a Senior Healthcare Assistant, Healthcare Assistant or Support Worker on the Isle of Man you must:

1. Communicate respectfully with patients/service users and carers in an open, accurate, effective and straightforward way ensuring confidentiality.
2. Communicate effectively and consult with colleagues as appropriate.
3. Always explain and discuss the care or procedure you intend to carry out with the service user and only continue if they give informed consent.
4. Document and maintain clear and accurate records of your care and report any changes or concerns in the condition of individuals immediately to a senior member of staff.
5. Recognise the limits of your role, knowledge and competence when communicating with patients/service users, carers and colleagues.





# 5

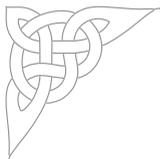
## Respect a person's right to confidentiality, protecting and upholding their privacy

### Guidance Statements

As a Senior Healthcare Assistant, Healthcare Assistant or Support Worker on the Isle of Man you must:

1. Regard all service user and carer information as confidential.
2. Only discuss or disclose relevant information about service users to members of the team or other professionals who need information to help plan care or services.
3. Always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
4. Always discuss issues of disclosure with a senior member of staff.
5. Comply with your employer's policies on confidentiality and the use of social media.





# 6

## Improve the quality of care to service users by updating your knowledge, skills and experience through personal and professional development

### Guidance Statements

As a Senior Healthcare Assistant, Healthcare Assistant or Support Worker on the Isle of Man you must:

1. In agreement with your supervisor ensure up to date compliance with all statutory/ mandatory training.
2. Participate in, and take responsibility for, the personal development process to support achievement of the competence required for your role.
3. Undertake competence based training and education in line with local review processes accessing effective mentorship and supervision to improve the quality and safety of care to service users.
4. Maintain an up to date record of training and development.
5. Contribute to the learning and development of others where appropriate.





# 7

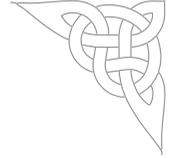
**Promote equality of all patients/service users, colleagues and members of the public and ensure they are treated fairly and without bias**

## **Guidance Statements**

As a Senior Healthcare Assistant, Healthcare Assistant or Support Worker on the Isle of Man you must:

1. Respect the individuality and diversity of patients/service users, carers and colleagues and not discriminate or condone discrimination against them in any way.
2. Promote equal opportunities for patients/service users and carers.
3. Report concerns to a senior member of staff as soon as possible.

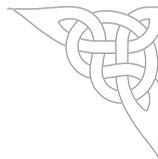
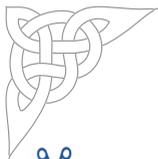




## Glossary

Accountability	To be responsible and answerable for actions
Capability	The power or ability to do something
Collaboration	The action of working with someone
Competence	The knowledge, skills, attitudes and ability to practise safely and effectively without the need for direct supervision
Competencies	Specific knowledge, skills, judgment, and personal attributes required to practice safely
Competent	Having the necessary ability, knowledge, or skill to do something successfully
Consent	Permission for something to happen or agreement to do something
Dependable	Worthy of trust; reliable
Disclose	To make (secret or new information) known
Effective	To be successful in producing a desired or intended result
Mentor	An experienced person who trains and counsels employees or students
Omission	To leave out or excluded
Patient	A person who uses services
Procedures	An established or official way of doing something
Professional	A person competent or skilled in a particular activity
Promote	To support or actively encourage
Respect	To have due regard for someone's feelings, wishes, or rights
Responsible	Morally accountable for one's behaviour and having an obligation to do something, as part of one's job or role
Skill	The ability to do something well; expertise
Supervise	The active process of directing, guiding and influencing the outcome of an individual's performance of a task
Transparent	To be open to public scrutiny





# Isle of Man

## Code of Conduct

**for Senior Healthcare Assistants,  
Healthcare Assistants and Support Workers**

I have read the Isle of Man Code of Conduct for Health Care Assistants / Support Workers and agree to carry out my duties in accordance with the standards of conduct, behaviours and attitudes stated in the code.

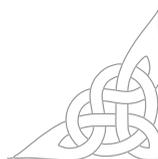
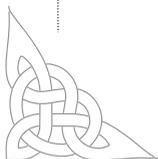
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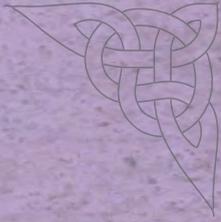
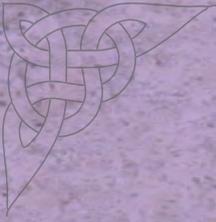
(please print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This must be agreed and signed within four weeks of starting work

**Please give signed sheet to your manager**





**Isle of Man  
Government**

*Reilys Ellan Vannin*

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