



MEDICAL STAFFING

POLICY NUMBER: 1

POLICY TITLE:

CODE OF CONDUCT

WHO MUST ABIDE BY THIS POLICY?

All Temporary Workers

THE PURPOSE OF THIS POLICY:

- **To inform all Temporary Workers of our clients expectations about their general conduct and approach to tasks**
- **To emphasise the importance of a professional approach to all clients and service users**
- **To highlight situations that Temporary Workers may have to deal with.**

POLICY CONTENT:

What you must not do:

Discrimination:	Temporary Workers should not discriminate between people on the grounds of Creed, colour, race, political preference, sexual preference, ethnic background, Disability of whatever nature, age, marital status or gender.
Reputation:	Temporary Workers are ambassadors of the Employment Business
Own duties:	Temporary workers must never attempt to perform any duties of care or otherwise that may fall outside their expertise/and or qualifications. Specifically, care staff must not attempt to perform the duties of nursing staff.
Confidentiality:	Temporary workers will at times become privy to information concerning a client or service user, this information must be treated with respect

and remain confidential at all times. At no time may any Temporary worker discuss the confidential affairs of A24Group, a client or a service user without specific written permission to do so. The only exception to this requirement are cases where the law dictates otherwise or if silence may negatively affect a service users wellbeing.

Dignity: Temporary Workers must not do or say anything that may put the dignity or health of their service users at risk.

What you must do:

All Temporary workers should abide by the content of this policy.

Professionalism: Temporary workers must at all times remain professional whilst on assignment, even if regular contact with service users or other workers may engender

Personal relationships. Temporary workers must take specific care to keep the professional nature of the relationships intact in the working environment.

Keep updated: Temporary workers must at all times keep up to date with policies and procedures and changes to legislation that may affect them.

Respect: Temporary workers must always respect the working practices and demands of service users unless unreasonable or if a working practice may breach health & safety.

Keep to plan: Temporary workers must always, whenever applicable, keep to the Requirements of a care service plan and/or any other agreed role requirement.

Best Interests: Agency workers must always act with the best interests of the service user in mind.

Notifications: Temporary workers should always in the first instance notify the manager of the Institution that you are working of any concerns followed by a telephone call to the Employment Business.

Own Decisions: Temporary Workers must always allow the service user to make the decisions about what is best for them. This includes decisions about treatment and personal affairs.

Complaints: A24Group has a detailed policy on how to report complaints, in the event of a complaint that may affect your duties and obligations please refer to our policy and notify the A24 Group immediately.

END OF POLICY