**Code of Conduct for AERC Staff**

As AERC Support Worker or Adult Social Care you must

* be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your job description and for which you are competent.
* Always behave and present yourself in a way that does not call into question your suitability to work in a social care environment.
* Always ask Centre Manager for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.
* Tell your Centre Manager about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.
* Establish and maintain clear and appropriate professional boundaries in your relationships with people who use our centre, carers and colleagues at all times.
* Never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
* Comply with your employers’ agreed way of working

2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our Centre and their carers at all times

**As AERC staff you must:**

* Always act in the best interests of people our members at the centre.
* Always treat people with respect and compassion.
* Put the needs, goals and aspirations of members fist, helping them to be in control and to choose the Services and activities the prefer.
* Promote independence and ability to self-care, assisting those who use our centre to exercise their rights and make informed choices.
* Always maintain the privacy and dignity of people who use our centre, their carers and others.
* Be alert to any changes that could affect a person’s needs or progress and report your observations to Centre Manager in daily catch-up.
* Always make sure that your actions do not harm an individual’s health or wellbeing. You must never abuse, neglect, harm or exploit those who use our centre their carers or your colleagues.
* Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
* Always take comments and complaints seriously, respond to them in line with agreed ways of working and inform centre manager.

3. Work with your colleagues to ensure the delivery of high quality, safe and compassionate care and support

**As AERC Staff you must:**

* Understand and value your contribution and the vital part you play in your team.
* Recognise and respect the roles and expertise of your colleagues both in the team.
* Work openly and co-operatively with colleagues including those from other agencies, and treat them with respect.
* Work openly and co-operatively with people who use our centre and their families or carers and treat them with respect.
* Honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
* Actively encourage the delivery of high quality care and support.

4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use AERC services and their carers

**As AERC Staff you must**

* Communicate respectfully with people who use AERC services and their carers in an open, accurate, effective, straightforward and confidential way.
* Communicate effectively and consult with your colleagues as appropriate.
* Always explain and discuss the care, support you intend to carry out with the Day Care members only continue if they give valid consent.
* Maintain clear and accurate records of the Day Care member’s care and support you provide. Immediately report to a Centre Manager of any changes or concerns you have about a person’s condition.
* Recognise both the extent and the limits of your role, knowledge and competence when communicating with members at the centre and your team.

5. Respect people’s right to confidentiality

**As AERC Staff you must**

* Treat all information about people who use AERC services as confidential.
* Only discuss or disclose information about people who use AERC services and their carers in accordance with agreed ways of working.
* Always seek guidance from Centre Manager of staff regarding any information or issues that you are concerned about.

Always discuss issues of disclosure with Centre Manager.

6. Strive to improve the quality of care and support through continuing personal development

**As AERC Staff you must:**

* Ensure up to date compliance with all statutory and mandatory training, in agreement with Centre Manager.
* Participate in continuing personal development to achieve the competence required for your role.
* Carry out competence-based training and education in line with your agreed ways of working.
* Improve the quality and safety of the care you provide with the help of Centre Manager and in line with your agreed ways of working.
* Maintain an up-to-date record of your training and development. Contribute to the learning and development of others as appropriate.

7. Uphold and promote equality, diversity and inclusion

**As AERC Staff you must:**

* Respect the individuality and diversity of the people who use AERC services, their carers and your colleagues.
* Not discriminate or condone discrimination against people who use AERC care services, their carers or your colleagues.
* Promote equal opportunities and inclusion for the people who use AERC services and their carers.
* Report any concerns regarding equality, diversity and inclusion to Centre Manager as soon as possible.
* Uphold and promote equality, diversity and inclusion

Signed by C Parmar.......................

Name Chandrakant Parmar.................

Date 17/09/19