



Review Sheet



Last Reviewed
06 Mar '24



Last Amended
06 Mar '24



Next Planned Review in 12 months, or sooner as required.

Business impact



Minimal action required circulate information amongst relevant parties.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This Standards of Conduct, Performance and Ethics Policy and Procedure sets out the process that should be followed by Cornerstone Healthcare Group. It has been reviewed with no significant changes. References and Further Reading links have been checked and updated.

Relevant legislation:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health Professional Council (Legal Framework)
- Nursing and Midwifery Council (NMC) Legislation
- Nursing and Midwifery Order 2001

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: Nursing and Midwifery Council, (2018), *The Code - Professional standards of practice and behaviour for nurses, midwives and nursing associates*. [Online] Available from: <https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/nmc-code.pdf> [Accessed: 6/3/2024]
- Author: General Medical Council, (2024), *Professional standards*. [Online] Available from: https://www.gmc-uk.org/publications/standards_guidance_for_doctors.asp [Accessed: 6/3/2024]
- Author: HCPC, (2018), *Standards of conduct, performance and ethics*. [Online] Available from: <https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/> [Accessed: 6/3/2024]
- Author: Skills for care, (2013), *Code of Conduct*. [Online] Available from: <https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Managing-people/Code-of-Conduct.aspx> [Accessed: 6/3/2024]

Suggested action:

- Encourage sharing the policy through the use of the QCS App

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To meet the requirements set by Codes of Conduct for specific groups of staff at Cornerstone Healthcare Group.

1.2 This policy should be read in conjunction with the following:

- The Staff Handbook of Cornerstone Healthcare Group
- The GP and Visiting Professionals Policy and Procedure

1.3 To support Cornerstone Healthcare Group in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?	QSE2: Delivering evidence-based care & treatment QSE3: How staff, teams & services work together
SAFE	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?	QSS3: Safeguarding
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?	QSS6: Safe and effective staffing
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	QSW5: Governance, management and sustainability

1.4 To meet the legal requirements of the regulated activities that Cornerstone Healthcare Group is registered to provide:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health Professional Council (Legal Framework)
- Nursing and Midwifery Council (NMC) Legislation
- Nursing and Midwifery Order 2001



2. Scope

2.1 The following roles may be affected by this policy:

- Home Manager
- Other management
- Nurse
- Care staff

2.2 The following Service Users may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- External health professionals
- NHS



3. Objectives

- 3.1** To ensure that Cornerstone Healthcare Group supports and promotes the expectations of regulatory bodies by supporting staff to achieve compliance with their codes of conduct and performance.
- 3.2** To promote and protect the interests of Service Users, their family and representatives.
- 3.3** To promote and protect the interests of Cornerstone Healthcare Group.



4. Policy

- 4.1** Cornerstone Healthcare Group will provide opportunities for employed staff to maintain their learning and development. However, staff will appreciate and adhere to their code of conduct in relation to their own responsibilities in maintaining and updating their knowledge to ensure that it remains current and evidence based.
- 4.2** General Manager will maintain an overview of performance and will respond appropriately to shortfalls in professional standards.
- 4.3** The Skills for Care Code of Conduct standardises 'best practice' expectations and can form the basis of staff development and review. Cornerstone Healthcare Group will adopt this code for all direct care staff.
- 4.4** Other professional codes of conduct, such as the Nursing and Midwifery Council Code of Conduct and the General Medical Council Code of Conduct set out the professional standards of practice and behaviour for registered professionals. All professionals have a duty to comply with their applicable code of conduct.
- 4.5** If there is concern regarding any visiting professional's conduct, whilst supporting a Service User, staff will report this to their line manager and record the incident.



5. Procedure

5.1 Individual Codes of Conduct

All relevant staff at Cornerstone Healthcare Group have personal responsibility for maintaining their compliance with all of the requirements of their code of conduct.

It is the individual responsibility of staff to comply with any published guidelines in association with their regulating bodies, such as the Health Care Professional Council, General Medical Council and the Nursing and Midwifery Council.

5.2 Cornerstone Healthcare Group will provide computer and Internet access for employed staff during their working hours. This will be used to access their regulatory body website and any associated resources, standards and guidelines.

5.3 General Manager will ensure that new Care Workers starting employment at Cornerstone Healthcare Group receive a copy of the Staff Handbook which requests staff to access the Skills for Care Code of Conduct.

5.4 In relation to visiting professionals, any concerns with performance or conduct when supporting Service Users will be reported to the line manager.

General Manager will follow due processes with regard to reporting safeguarding concerns to the safeguarding team of Surrey as well as informing the CQC and relevant regulatory bodies as deemed necessary.

5.5 NMC Code of Conduct

The NMC Code contains the professional standards that Registered Nurses, Midwives and Nursing Associates must uphold. Nurses, Midwives and Nursing Associates must act in line with the Code, whether they are providing direct care to individuals, groups or communities or bringing their professional knowledge to bear on nursing and midwifery practice in other roles, such as leadership, education, or research. The values and principles set out in the Code can be applied in a range of different practice settings, but they are not negotiable or discretionary (- NMC 2018).

The Code contains a series of statements that taken together signify what good practice by Nurses, Midwives and Nursing Associates looks like. It puts the interests of patients and Service Users first, is safe and effective, and promotes trust through professionalism(- NMC 2018).

The statements are broken down into 4 main groups:

- Prioritise People
- Practise Effectively
- Practice Safety
- Promote Professionalism and Trust

The full set of statements can be located in the Code which is accessible from the Further Reading section of this policy.

5.6 Breach of the NMC Code

Nurses, midwives and nursing associates must have specific skills, knowledge, health and character to do their jobs safely and effectively. If someone raises a concern, or Cornerstone Healthcare Group feels that any nurse, midwife or nursing associate fails to meet the criteria set out in the Code, or is made aware of a possible breach of the Code, a referral will be made to the Nursing and Midwifery Council and the registered professional may be subject to the NMC fitness to practise process. A link can be found in the Further Reading section of this policy.

5.7 Registered Nurse Registration Verification

Cornerstone Healthcare Group will conduct verification of registration checks and maintain a record. Registered nurses at Cornerstone Healthcare Group will be reminded that they are duty bound to advise General Manager of any changes made to their registration status, or of any situations that may present that could impact their registration immediately.

Reflection on the Registered Nurse Code of Conduct will be achieved through revalidation and as part of their scheduled clinical supervision offered by Cornerstone Healthcare Group.

A link to the NMC 'Search the Register' can be found in the Further Reading section of this policy.

5.8 Organisational Conduct and Standards

Staff are under the duty to comply with the conduct and standards required by Cornerstone Healthcare Group and to behave in a reasonable manner at all times. Failure to comply with the conducts and standards required by Cornerstone Healthcare Group may be regarded as gross misconduct.

Staff must:



Cornerstone Healthcare Group
Unit 2, The Briars, Waterberry Drive, Waterlooville, PO7 7YH

- Maintain satisfactory standards of performance at work
- Comply with all reasonable management instructions
- Co-operate fully with colleagues and with management
- Ensure the maintenance of acceptable standards of politeness
- Take all necessary steps to safeguard the public image of Cornerstone Healthcare Group and preserve positive relationships with all persons and organisations connected to Cornerstone Healthcare Group
- Ensure that they behave in a way that does not constitute unlawful discrimination
- Comply with the policies and procedures of Cornerstone Healthcare Group

5.9 Work with Colleagues

- Staff must work in partnership with colleagues, sharing skills, knowledge and experience where appropriate, for the benefit of Service Users and Cornerstone Healthcare Group
- You must share relevant information, where appropriate, with colleagues involved in the care, treatment or other services provided to a Service User

5.10 Communicating with Service Users, their Family and Representatives

- Staff must be polite and considerate
- Staff must listen to Service Users and their family and representatives and take account of their needs and wishes
- Staff must give Service Users and their family and representatives the information they want or need, in a way they can understand
- Staff must make sure that, where possible, arrangements are made to meet Service Users' and family and representatives' language and communication needs

5.11 Knowledge and Skills

- Staff must keep within their scope of practice by only practising in the areas they have appropriate knowledge, skills and experience
- Staff must refer a Service User to another practitioner if the care, treatment or other services they need are beyond their scope of practice
- Staff must keep their knowledge and skills up to date and relevant to their scope of practice through continuing professional development
- Staff must keep up to date with and follow the law, our guidance and other requirements relevant to their practice
- Staff must ask for feedback and use it to improve their practice

5.12 Attendance and Timekeeping

Staff must:

- Comply with the rules relating to notification of absence set out in the Absenteeism Policy and Procedure of Cornerstone Healthcare Group
- Arrive at work promptly, ready to start work at their contracted starting time
- Remain at work until their contracted finishing time
- Obtain management authorisation if for any reason they wish to arrive later or leave earlier than their agreed normal start and finish times

Cornerstone Healthcare Group reserves the right not to pay you in respect of working time lost because of poor timekeeping.

5.13 Flexibility

- Staff may be required to work additional hours at short notice, in accordance with the needs of Cornerstone Healthcare Group
- They may also be required to undertake duties outside their normal job remit and to work at locations other than their normal place of work

5.14 Conduct While Representing Cornerstone Healthcare Group

As a general rule, behaviour outside of normal working hours is a personal matter and does not directly concern Cornerstone Healthcare Group. However, there are some exceptions to this rule. Cornerstone Healthcare Group will become



involved when incidents occur:

- At office parties or other work-related social occasions or gatherings
- At social occasions or gatherings organised by a third party, where staff have been invited in their capacity as a representative of Cornerstone Healthcare Group
- At work-related conferences
- While working away on business on behalf of Cornerstone Healthcare Group

On these occasions, staff are expected to behave in an appropriate and responsible manner, keeping in mind that they are representing Cornerstone Healthcare Group. Staff are instructed specifically not to consume any alcohol at such events if they are driving.

If staff conduct brings Cornerstone Healthcare Group into disrepute they may be subject to the disciplinary procedures at Cornerstone Healthcare Group.

5.15 Outside Activities and Other Employment

- Staff are not permitted to engage in any activity outside their employment with Cornerstone Healthcare Group that could reasonably be interpreted as competing with Cornerstone Healthcare Group
- Staff are required to seek permission from management before taking on any other employment while employed by the Cornerstone Healthcare Group unless they are engaged on a zero hours/bank contract

5.16 Dress and Appearance

Personal appearance makes an important contribution to the reputation and image of Cornerstone Healthcare Group. For this reason, it is important that staff dress and appearance is professional and reflects the environment in which they work.

5.17 Social Media and Networking Websites

Staff must use all forms of communication appropriately and responsibly, including social media and networking websites. Use of such sites must always be in line with the social networking policies and procedures at Cornerstone Healthcare Group.

5.18 Reflective Practice

Permanent staff affected by this policy will be supported during supervisions and the appraisal process to evidence the following:

- Reflection of their practice
- Compliance with their code of conduct
- Learning and development opportunities and needs
- The opportunity to ascertain feedback



6. Definitions

6.1 Nursing and Midwifery Council

- The Nursing and Midwifery Council is the regulator for nursing and midwifery professions in the UK. The NMC maintains a register of all nurses, midwives and specialist community public health nurses eligible to practise within the UK

6.2 General Medical Council

- The General Medical Council is a public body that maintains the official register of medical practitioners within the United Kingdom

6.3 Skills for Care

- Skills for Care is the strategic body for workforce development in adult social care in England. Skills for Care helps create a well-led, skilled and valued adult social care workforce



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Codes of conduct set the standards for health and social care professionals so that they can provide high-quality and safe care, and promote best practice
- Individuals who work to a code of conduct have a duty to be aware of its expectations and to adhere to it
- Cornerstone Healthcare Group will support staff with learning and development and will provide access to resources and best practice guidelines to aid compliance with relevant codes in relation to maintaining knowledge and safe practice



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- If you would like further information about staff codes of conduct, please discuss this with a member of staff, or you can refer to the following document on the HCPC Website: 'Who regulates health and social care professionals?'
- You can expect to be supported by staff who are trained, competent and knowledgeable
- Care Workers and registered healthcare professionals are expected to work within a code of conduct that is designed to ensure that a consistent standard of service is provided



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

NMC - What is fitness to practise?

<https://www.nmc.org.uk/concerns-nurses-midwives/what-is-fitness-to-practise/>

NMC - Search the register:

<https://www.nmc.org.uk/registration/search-the-register/>

RCN - Nursing Support Workers:

<https://www.rcn.org.uk/professional-development/learning-resources-for-hcas-and-aps>

The General Chiropractic Council (GCC):

<https://www.gcc-uk.org/>

The General Dental Council (GDC):

<https://www.gdc-uk.org/>

The General Medical Council (GMC):

<https://www.gmc-uk.org/>

The General Optical Council (GOC):

<https://www.optical.org/>

The General Osteopathic Council (GOsC):

<https://www.osteopathy.org.uk/home/>

The Health and Care Professions Council (HCPC):

<https://www.hcpc-uk.org/>

The Nursing and Midwifery Council (NMC):

<https://www.nmc.org.uk/>

General Pharmaceutical Council (GPhC):

<https://www.pharmacyregulation.org/>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- There is a strong commitment for staff to develop their skills, competence and knowledge, and acquire new skills. There is a focus on continuous learning and improvement at all levels within Cornerstone Healthcare Group
- Staff understand and are seen to deliver the expectations set within their code of conduct
- Supervisions and appraisals include discussions around codes of conduct, performance and practice
- Cornerstone Healthcare Group is proactive in referring to the Code in daily practice so that it is embedded
- Feedback from Service Users, colleagues and visitors, from meetings, complaints, compliments and suggestions in relation to staff conduct is used to review and amend practice and provide quality assurance
- The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

Currently there is no form attached to this policy.