

HOME FROM HOME SUPPORT LTD

CODE OF CONDUCT POLICY AND PROCEDURE

1. Introduction

- 1.1 At Home From Home Support, we are committed to providing high-quality, person-centred care and support that upholds the rights, dignity, and well-being of the people we support. Our Code of Conduct aligns with the Social Care Wales Code of Professional Practice for Social Care and reflects our C.A.R.E.S. values:
- 1.2 Home From Home CARES:
- 1.3 **C – Compassion:** We will always act with empathy and kindness, considering the feelings and experiences of others.
- 1.4 **A – Accountability:** We take responsibility for our actions and decisions, maintaining transparency and trust with our tenants, colleagues and stakeholders.
- 1.5 **R – Respect:** We honour the dignity and worth of every individual, treating everyone with fairness and consideration.
- 1.6 **E – Empowerment:** We provide the tools, resources, and support to help those we interact with achieve their goals. Empowering others to live their best lives.
- 1.7 **S – Support:** We will always look for opportunities to support others. We are dedicated to enabling others and providing the support people need to thrive.
- 1.8 This Code of Conduct applies to all staff, including permanent, temporary, and agency workers, as well as volunteers. It provides clear expectations on professional behaviour, ethics, and responsibilities to ensure the best outcomes for the people we support.

2. Guiding Principles

- 2.1 We will promote rights, dignity, and deliver Person-Centred Support by:
- 2.2 Respecting and upholding the rights, values, beliefs, and wishes of People We Support.
- 2.3 Working in a person-centred way, ensuring individuals have choice and control.
- 2.4 Promoting equality, diversity, and inclusion in all aspects of care and support.
- 2.5 We will build trust and meaningful professional relationships by:

- 2.6 Being honest, transparent, and trustworthy in all professional interactions.
- 2.7 Communicating openly, accurately, and respectfully.
- 2.8 Supporting individuals to express their views and preferences in their preferred language, format or communication style.
- 2.9 Maintaining confidentiality and only sharing information when appropriate and necessary.
- 2.10 Promoting Independence and Well-Being by:
 - 2.11 Encouraging and supporting individuals to develop their independence.
 - 2.12 Working in partnership with People We Support, families, and professionals to achieve the best outcomes.
 - 2.13 Taking appropriate action to safeguard individuals from harm.
 - 2.14 Respecting and balancing individual rights with responsibilities and risks.
 - 2.15 Acting with Integrity and Professionalism by:
 - 2.16 Not subjecting People We Support or colleagues to abuse, neglect, or exploit.
 - 2.17 Not forming inappropriate personal relationships with the people we support.
 - 2.18 Acting lawfully and reporting any concerns about unsafe or unethical practices.
 - 2.19 Following policies and procedures regarding gifts, conflicts of interest, and financial transactions.
 - 2.20 Taking accountability for our actions and ensuring continuous learning by:
 - 2.21 Adhering to legal, professional, and organisational standards.
 - 2.22 Maintaining accurate records and reporting concerns in a timely manner.
 - 2.23 Seeking support and training opportunities to develop our own knowledge and skills.
 - 2.24 Cooperating with internal and external investigations when required.

3. Communication and Professional Conduct



- 3.1 Always communicate politely, calmly, and respectfully with colleagues, individuals, carers, and external partners.
- 3.2 Answer telephone calls professionally: "Good morning/afternoon, Home From Home Support, [Your Name], how can I help?"
- 3.3 Respond to emails promptly and professionally.
- 3.4 Support an inclusive, collaborative, and positive working environment.

4. Safeguarding and Reporting Concerns

- 4.1 Report any concerns regarding abuse, neglect, or poor practice immediately.
- 4.2 Follow safeguarding procedures and work with relevant authorities when necessary.
- 4.4 Do not put yourself or others at unnecessary risk.

5. Upholding Public Trust in Social Care

- 5.1 As a member of Home From Home Support Ltd, you must:
- 5.2 Respect the rights and choices of the People We Support.
- 5.3 Strive to establish and maintain trust and confidence.
- 5.4 Promote well-being, independence, and safety.
- 5.5 Act with integrity and professionalism.
- 5.6 Be accountable for your actions and seek continuous improvement opportunities.

6. REVIEW AND UPDATES

- 6.1 This policy will be reviewed biannually or when there are significant changes in the regulatory landscape or internal processes. Any changes will be communicated to relevant stakeholders.

Review Process	
Policy review frequency:	Responsible for review:
This policy / procedure will be reviewed on a 2-yearly basis	This policy / procedure will be reviewed by: Director



HOME FROM HOME

Version Control			
Version	Date approved	Next review date	Author / Title
V1	March 2025	March 2027	Daryl Quarry

It is the responsibility of the employee to familiarise themselves with the contents of this policy and abide by it.

THIS DOCUMENT IS AVAILABLE IN ALTERNATIVE LANGUAGE AND ACCESSIBLE FORMAT

You must acquaint yourself with and abide by all and each of the issues current for the time being of the Company's Policy. The Company revises all such policy and procedural documents on a regular basis. Failure to abide by this policy may lead to disciplinary action.