

Codes of Conduct - Working with People We Support Policy

Document Title	Codes of Conduct - Working with People We Support Policy
Reference Number	SO-0308
Version Number	V3.0
Date of Issue	10 November 2003
Latest Revision	22 November 2022
Next Review Date	November 2023
Distribution	All employees
Owner	Director – Adult Services
Policy Lead(s)	Jessica Rhodes-Smith
Department	Services

Purpose

This policy provides guidelines in working with autistic people. It is recognised that people we support are individuals and will have different, specific needs and approaches that will form part of their individual Care Plans. These guidelines are 'general' in nature and a degree of judgement and flexibility is therefore required and recognised when applying them. However, they are all based on the NAS values which detail the expected conduct of all employees, namely:

- *We learn from real experience. We've spent over 50 years working together with people on the autism spectrum. No one has more practical knowledge of autism. But we move with the times and we understand that there's always more to learn.*
- *We tell it like it is. We share what we have learned about autism, so that more people can make informed decisions and lead the best lives possible.*
- *We inspire. We celebrate progress, open up new possibilities, spur people into action and motivate change.*
- *We are courageous. We won't accept ignorance or inequality, and we'll never stop pushing for more understanding, greater support and a better world for people on the autism spectrum.*

Scope

This policy applies at all NAS Services that provide support to children, young people and adults where the NAS has a duty of care.

Codes of Conduct Working with People we Support (Concise Statement)

Staff will be familiar with and comply with all standards of conduct and practice as set out by Social Work England, Scottish Social Services Council, The Care Council for Wales and the RQIA in Northern Ireland.

Staff will encourage those people who access NAS Services to be as independent as possible and within their capability, promote both individuality and growth. The difficulties that individuals experience because of their Autism and related disabilities will always be borne in mind, and the SPELL framework will be used in understanding and responding to needs which will be detailed in their individual support plans and should be followed consistently.

Codes of Conduct Working with People we Support- Procedure

The needs of the people we support are our overwhelming priority.

Staff will follow all NAS policies and protocols and guidance in their daily work, bringing any issues or concerns over practices, risks or staff conduct that may be harmful to the people we support to managers' attention promptly. Training should be undertaken and applied to daily work to ensure the development of best practice.

Person-centred planning and individualised support are key for the people we support. Staff must therefore ensure that they read and follow all aspects of a person's support plan consistently. The support plan will detail specific communication needs, positive behaviour plans, sensory profile, preferred routines and environment, along with other individual information, which should inform a person's support. These agreed approaches should not be deviated from unless agreed with the person that a new approach will be tried or this is evidenced as being required in their best interests.

As autistic people can become over or under stimulated in different environments and situations, staff should always be particularly aware of their own communication styles and the impact on the person with autism.

Staff should be aware of the any ritualistic and repetitive movements and language by the person being supported. Staff should enable the person they are supporting to express themselves unless they are harmful or there is an agreed support strategy in place. This includes staff awareness that they should avoid declining any reasonable request simply because they may indicate different personal preferences from those of the staff supporting them. Staff should recognise and use carefully the perceived power difference between themselves and the people we support. Do not threaten consequences or withdrawal of promised positives on condition of good behaviour.

When staff are working in people's homes they should be respectful of the environment and needs of the people living there. Staff supporting people over meal times should treat it as a positive social experience and eat at the same time as the person being supported, unless otherwise stated in the support plan.

Staff should positively promote people's sexual, cultural and religious identity and beliefs and treat these views with respect and dignity with a non-aversive approach.

Ensure that all information in all forms, about an autistic person we support is kept confidential within the organisation and in line with GDPR. Details should not be discussed or shared outside the work environment, without explicit approval. Neither should the people we support be discussed or identified on social media. When staff are talking to each other, they must be aware of the content, confidentiality, and the possible effects it might have on others. Any discussions should take place in a private place wherever possible and not in front of the people we support. Any discussion regarding an autistic person should include them or it should be held in private.

Staff behaviour should present as that of a role model demonstrating all the NAS values both within the Service and in the community. When staff are working with the people we support, they should be mindful of how they feel and ensure personal issues do not impact on them. Staff should come into a support setting or a person's home in a positive and professional manner. Staff must be aware of their own safety by compliance with all national policies, and local behavioural and communication guidance for people. Staff must ask for additional support when needed and be aware of the impact of stress both on them and the situation. Staff will involve other relevant professionals as required to support the needs of people they are supporting and uphold public trust and confidence in the social care profession.

- Directly or indirectly abuse, neglect or harm individuals, carers or colleagues;
- Exploit individuals, carers or colleagues in any way;
- Abuse the trust of individuals and carers or the access they have to personal information about them, or to their property, home or workplace;
- Form inappropriate personal relationships with individuals, their families or carers;
- Discriminate unlawfully or unjustifiably against individuals, carers, colleagues or other people;
- Condone any unlawful or unjustifiable discrimination by individuals, carers, colleagues or other people;
- Behave in a way, in work or outside work, which would call into question a staff member's suitability to work in the social care profession.

References

The Equality Act 2010

Disability discrimination Act 1995

Care Quality Commission England

Code of Conduct for Healthcare Support Workers –
www.skillsforhealth.org.uk

Supporting good social care - www.skillsforcare.org.uk

GDPR General Data Protection Regulation

Social Work England. Professional standards for social care workers.

The Care Act 2014

Mental Capacity Act 2005

The Keys to Life – Improving Quality of life for people with learning disabilities – Scottish Government

Scottish Social Services Council

HSC. Health and social care trust Northern Ireland

HPSS (Northern Ireland)

HSCNI. Health and social care Northern Ireland.