

POLICY NO: MHC HR 011

Code of Practice

For all Persons Who Support Adults Using the MooreHaven Centre

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MOOREHAVEN CENTRE

Issue No: 1 Rev: 3 Issue Date: August 2014

Approved by: Derry McMahon

MooreHaven Centre

O'Brien Street, Tipperary

Telephone: (062) 52437 Fax: (062) 33566

e-mail: info@moorehaven.ie

web: www.moorehaven.ie

Introduction

The MooreHaven Centre seeks to promote and uphold the dignity of all those who are associated in any way with our services.

The MooreHaven Centre Ethos states:

"We are committed to working with people with an intellectual disability to claim their rightful place as valued citizens. Inclusion is a fundamental principle that underlies all aspects of our work"

"We believe in the intrinsic value of every person and aim to further the dignity of all those associated with our services – people with disabilities, their families and those who work with them."

We recognise that our staff* members, are our most important resource in providing innovative, quality supports that are individually responsive to persons using the services.

We are committed to supporting and empowering staff to fulfil their roles in a competent and confident manner, in the ever-changing environment in which they work.

This Code forms part of a wider package of legislation, organisational policies, procedures and guidelines to support and guide staff.

The purpose of the document is to set out the standards that are expected of staff and to support them to have a clear understanding of their role in ensuring a quality, person centred service.

Staff are encouraged to use these Standards to assist them in decision making, and to reflect on their own practice.

Management will take account of the standards set in this code of practice in considering issues of misconduct.

*** Note. The term "Staff" is used through out this document to refer to all persons including paid staff, volunteers, students and others working on behalf of the MooreHavenCentre to support people using the services.**

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CODE OF PRACTICE

Staff must:

1. Treat all people who use our services with dignity and respect;
2. Protect the rights and promote the independence and interests of people who use our services;
3. Respect the rights and responsibilities of people who use our services whilst seeking to ensure that their life choices and behaviours do not harm themselves or other people;
4. Strive to establish and maintain the trust and confidence of people who use our services;
5. Support people who use our services to protect themselves from danger or harm, using least restrictive practices;
6. Uphold public trust and confidence in the MooreHaven Centre services.
7. Be personally accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills at all times.
8. Keep appraised and up-skilled in their area of work including the requirements of Continued Professional Development and Best Practice
9. Staff are required to familiarise and have a good working knowledge of all MooreHaven Centre policies and procedures relevant to their work area.

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- 1. As a staff member you must treat all people who use our services with dignity and respect, being mindful at all times that you are employed to support people who use our services to develop their full potential, make choices and live a life as independent as possible**

You must:

- 1.1 While on duty, both day and night, be modest in your dress, conscious that it is suitable to your work with people who use our services and respectful to them and to your colleagues;
- 1.2 Remember, when working in residential settings, that these are not solely workplaces. They are primarily the homes of the people who use our services and must be respected as such;
- 1.3 Interact in your manner and language in a way that is positive and cannot be construed by others as demeaning, belittling or degrading;
- 1.4 Not consume alcohol, or any other chemical substance which might impair your faculties, prior to reporting for, or while on duty;
- 1.5 Avoid taking or making unnecessary personal phone calls while on duty;
- 1.6 Always treat people who use our services as you would wish to be treated yourself;

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2. As a staff member, you must protect the rights and promote the independence and interests of people who use our services

You must:

- 2.1 Treat each person as an individual, with equal rights as a citizen;
- 2.2 Assist people who use our services to understand and exercise their rights and responsibilities;
- 2.3 Respect and promote the individual views and wishes of people who use our services;
- 2.4 Support the rights of people who use our services to control their lives and make informed choices;
- 2.5 Respect and maintain the dignity and privacy of people who use our services;
- 2.6 Facilitate people who use our services in developing and maintaining relationships with friends and family;
- 2.7 Support people who use our services to experience the same freedoms and to have the same opportunities for participation and inclusion as all other citizens;
- 2.8 Respect diversity in culture and values by ensuring that you are informed of the various cultural and religious backgrounds of the people you work with and what this means for them in terms of their identity and forms of expression and celebration.

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- 3. As a staff member, you must respect the rights of people who use our services to take risks whilst seeking to ensure that their actions do not harm themselves or other people.**

You must:

- 3.1 Recognise that people who use our services have the right to take risks;
- 3.2 Support people who use our services to identify and manage potential and actual risks to themselves and others;
- 3.3 Follow risk assessment procedures to assess whether the behaviour of people who use our services presents a risk of harm to themselves or others;
- 3.4 Take appropriate steps to minimise the risks of people who use our services doing actual or potential harm to themselves or other people;
- 3.5 Ensure that the outcomes and implications of risk assessments are documented and communicated to people who use our services, team members, relevant managers and families (as appropriate).

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4. As a staff member, you must strive to establish and maintain the trust and confidence of people who use our services.

You must:

- 4.1 Be honest and trustworthy;
- 4.2 Communicate in an appropriate, open, accurate and straightforward way;
- 4.3 Respect confidential information and clearly explain the MooreHaven Centre policies about confidentiality to service users;
- 4.4 Be reliable and dependable;
- 4.5 Honour work commitments, agreements and arrangements and when it is not possible to do so, explain the reason to people who use our services;
- 4.6 Declare issues that might create conflicts of interest and make sure that they do not influence your judgement or practice;
- 4.7 In the interests of avoiding a conflict of interest, exercise caution and transparency in the acceptance of any personal gifts or tokens of appreciation from families, suppliers or people who use our services

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5. As a staff member, you must support people who use our services to live and work in a safe environment, using least restrictive practices.

You must:

- 5.1 Use established policies, guidelines, processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice;
- 5.2 Follow practice and procedures designed to keep you and other people safe from violent and abusive behaviour at work;
- 5.3 Bring to the attention of your manager any resource or operational difficulties that might impede safe practice;
- 5.4 Inform your manager where the practice of colleagues may be unsafe or adversely affecting standards of care;
- 5.5 Comply with the MooreHaven Centre policies and procedures relating to Health & Safety;
- 5.6 Take complaints made by people who use our services seriously, ensuring that you respond to them promptly, record your response and/or pass them to the appropriate person as set out in the MooreHaven Centre Complaints Procedure.
- 5.7 Recognise the power that comes from your position in your work with people who use our services and use that power responsibly, ensuring that your influence is always directed to meeting the needs of people who use our services and not your own.

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6. As a staff member, you must uphold public trust and confidence in the MooreHaven Centre services

You must not:

- 6.1 Abuse, neglect or cause harm to people who use our services or colleagues;
- 6.2 Exploit people who use our services or colleagues in any way;
- 6.3 Abuse the trust of people who use our services or the access you have to personal information about them, their families, their property, their home or workplace;
- 6.4 Form inappropriate personal relationships with people who use our services;
- 6.5 Discriminate unlawfully or unjustifiably against people who use our services or colleagues;
- 6.6 Condone any form of discrimination of, or by people who use our services or colleagues;
- 6.7 Put yourself or other people at unnecessary risk;
- 6.8 Misappropriate any monies or property belonging to people who use our services or the services in general.

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- 7. As a staff member, you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.**

You must:

- 7.1 Adhere consistently to agreed approaches and interventions in service provision, meeting relevant standards of practice and working in a lawful, safe and effective way;
- 7.2 Maintain clear, accurate and objective records;
- 7.3 Inform your manager about any personal difficulties that might affect your ability to do your job competently and safely;
- 7.4 Seek assistance from your manager if you do not feel able or adequately prepared to carry out any aspect of your work or you are unsure about how to proceed in a work matter;
- 7.5 Work openly and co-operatively with colleagues recognising and respecting their individual roles, skills and responsibilities;
- 7.6 Recognise and respect the roles and expertise of workers from other agencies and work in partnership with them;
- 7.7 Undertake and apply relevant training and development opportunities to maintain and improve your knowledge and skills and contribute to the learning and development of others.

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