

Effective Date: **October 2024**

Review Date: **October 2026**



St. Paul's CFCC Code of Conduct

Policy Number: STP0020

Date	Revision No.	Change	Reference Section(s)
October 2014	1	Title of Service ,Risk Management	Throughout 7.7
December 2015	2	Review	Throughout
December 2017	3	Formatting throughout – no changes	
August 2020	4	Review	Throughout
August 2022	5	Review	Throughout
October 2024	6	Whole Policy Review	Throughout

Reviewed by: Niamh Salter, Director of Service

Authorised by: St Paul's CFCC Board of Directors

Signature:  **Date:** 10 December 2024

Introduction

St. Paul's CFCC Code of Conduct is a route to putting our values into practice and a way to ensure we maintain our reputation for ethical behaviour and fair dealing in conducting the service. It serves to guide all of our actions measured against the highest possible standards.

Vision Statement: A service which strives to improve the quality of life of the children that access it and their families in an inclusive way.

Mission Statement: Deliver an effective, efficient, safe, person centered, equitable service, in line with best practice standards.

Values: Person Centeredness, Excellence, Protection, Rights.

1. Purpose

- 1.1. St Paul's Child & Family Care Centre (St Paul's CFCC), in partnership with statutory agencies and parents/guardians, provides a range of services for children with Autism and an Intellectual Disability. Services are provided by a multidisciplinary team and Care Staff and are located on the main campus in Beaumont Woods and in the community. The aim of this document is to draw up a Code of Practice that all staff working in the service are obliged to conform to and in doing so deliver a quality, professional, best practice and safe service to the children / parents / families / guardians that we meet with on a daily basis.
- 1.2. It is intended that all staff working in St Paul's CFCC comply with this Code of Conduct in delivering support and care to the children in the service. This guide is also available to children / families/ parents/guardians for reference.
- 1.3. As part of the service provision, St Paul's CFCC seeks to meet the needs of all children / families, regardless of social background and take action to address inequalities, in access to services. St Paul's CFCC will adapt, develop, and address any identified inequalities in relation to access to services.

- 1.4.** This policy should be read in conjunction with the Mater Hospital Code of Conduct Policy July 2021 and the HSE Supporting a Culture of Safety, Quality and Kindness: A code of Conduct for Health and Social Service Providers May 2018.

2. Persons Affected

2.1. Contractual Accountability

St Paul's CFCC employees are accountable to St Paul's CFCC Board as the governing organisation.

- 2.2.** Each employee is accountable for the efficiency and effectiveness of the service they deliver, which includes the safety and well-being of the children.

- 2.3.** Each employee shall comply with all duties and obligations as outlined within their contract of employment and relevant job description, i.e. codes and standards of practice, policies, procedures and guidelines of St Paul's CFCC and service-level agreements with Health Service Executive and those imposed by employment legislation.

2.4. Professional Accountability

Professional employees of St Paul's CFCC are accountable to the service while at the same time required to comply with the standards of practice established by their relevant professional bodies/regulatory body e.g. CORU. All employees are required to abide by the law and must not engage in conduct which is dishonest or may unfairly bring the service or colleagues into disrepute.

3. Policy

3.1. Duty of Care

From the moment a child is accepted into St Paul's CFCC, through the process of our admission policy and intake committee, the service has an obligation and duty of care to that child. Such obligations cannot be measured and weighed other than against the backdrop of the continuous pressure to match the limited services available with the many children who need them.

4. Definitions

4.1. Reasonable Care

Reasonable care means balancing the safety of employees, young people and others while also providing opportunities to develop skills, responsibility and maturity.

5. Responsibilities

5.1. St Paul's CFCC has a duty to ensure that it complies with its Policy on Admission and intake assessments.

5.2. St Paul's CFCC employees have a duty of care to the children within their care.

5.3. Every employee has a responsibility to ensure the safety and development of each child to their full potential.

5.4. At all times, the interests and welfare of the child is paramount; the standard expected of all employees or those involved in the provision of services is that they act in a reasonable manner and that care is carried out in line with best practice.

5.5. All employees should respect their colleagues. St. Paul's CFCC does not condone any kind of discriminatory behaviour, harassment or victimization. Employees should conform with our equal opportunity ethos in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

5.6. All employees should fulfil their job duties with integrity and respect toward service users, stakeholders and the community. Supervisors and managers mustn't abuse their authority. St. Paul's CFCC expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

5.7. Email Etiquette

Under the Data Protection Acts 1988-2018, St Paul's CFCC is obliged to ensure our email usage is managed in a way that is adequately secure

and protected at all times. Data sent to @mater accounts is stored securely in the Mater's own Data Centre. Staff must have a personal Mater email account to conduct business i.e. to send and receive emails. Staff provided with a Mater email account must use this as their primary point of contact.

Staff must take responsibility for what and whom they email. Emails must not be used to avoid face to face contact or send confusing or emotional emails. We are committed to emailing with courtesy and respect, mindful of confidentiality issues, forever cognisant, that e-mail messages sent by staff reflect staff and our service. In all cases it is in the senders and recipients interests to ensure tone and context is measured and respectful and where practicable complex matters should be resolved by face to face interactions.

5.8. Show respect

St Paul's CFCC employees have a responsibility to treat colleagues and any other person with whom they come into contact in the workplace with courtesy and respect and to help maintain a working environment in which the dignity of all is respected.

5.9. Maintain confidentiality

St Paul's CFCC employees must value confidentiality as a core personal right of every child / family and comply with the service Data Protection Policy at all times. Employees must not improperly disclose information during or post-employment.

5.10. Be accountable

St Paul's CFCC employees are accountable for their actions in their daily work and to work to the best of their abilities. Taking part in on-going monitoring of your performance through professional supervision and annual performance achievement meetings acts to support and enable a clear understanding of what you are accountable for.

5.11. Be competent

St Paul's CFCC employees are responsible for maintaining and developing their competencies so that their practice develops in line with up to date evidence of what provides the best outcomes. This includes, up skilling, taking part in quality improvement initiatives, mandatory training programmes, coaching or mentoring programmes. Maintain registration with the appropriate professional body appropriate to your role within the service e.g. CORU.

5.12. Be an advocate

St Paul's CFCC employees are responsible for promoting and protecting the interests of service users, considering all aspects of equality, diversity and inclusion. This could involve speaking up for people to make sure that what is best for each individual is always taken into account.

5.13. Report concerns

Employees can report in good faith to management or through the 'Protected Disclosure Procedures' a workplace concern that relates to; the health or welfare of service users, where the public may be at risk, where your employer is not meeting their legal obligations, where there is a misuse or substantial waste of public funds. Reports must not be intended to undermine the reputation of any colleague or service provider.

5.14. Protect physical and intellectual property

We all have the responsibility to ensure that the organisations assets and resources are only used for their designated purpose and in a proper manner. Special attention should be paid to the prevention of loss of assets and resources by way of deterioration or theft.

5.15. Disclose conflict of interest

St Paul's CFCC employees have a responsibility to disclose all possible conflicts of interest within their work involving themselves or their immediate family members.

5.16. Adhere to policies and legislation

St Paul's CFCC employees have a responsibility to familiarise themselves with the organisations policies, procedures and guidelines and adhere to them in their practice, and in doing so to take reasonable care of their own safety health & welfare.

6. Procedures

6.1. Outside Interests

6.1.1. Employees of St Paul's CFCC must notify the Director of Service/Administration, where they intend to undertake any additional employment or business activities outside of their work in St Paul's CFCC, to comply with their contract and working time legislation.

6.1.2. Employees should discuss outside interest with the Director of Service/Administration where there is uncertainty in terms of 'conflict of interest'

- 6.1.3.** All employees have a responsibility to safeguard the reputation and good name of St Paul's CFCC.
- 6.2.** Dress code: A neat, clean, professional appearance that is appropriate for your work must be maintained at all times.
- 6.3.** Punctuality is central to the efficient running of the service.
 - 6.3.1.** Late attendance or absence from work places an unfair burden on other colleagues and affects the quality of service delivered.
 - 6.3.2.** Employees must present themselves at their place of work, ready to commence work, at their scheduled starting time and remain at work until their scheduled finishing time.
 - 6.3.3.** Employees are not permitted to absent themselves from their place of work during working hours without the permission from one of the following persons relevant to the role in question; the Person in Charge/ Shift Leader, Assistant Director of Service, Medical Director or Director of Service/Administration.
- 6.4.** Health and Safety: (see Mater Hospital Staff Handbook, page 33 and St. Paul's CFCC Safety Statement)
- 6.5. Risk Management:**
 - 6.5.1.** The primary function of risk management is to improve the quality of life of children who avail of St. Paul's CFCC. This is achieved through the identification and management of or elimination of potential threats/risks to the wellbeing of children and all who deliver the service.
 - 6.5.2.** It is recognised that it is essential that the children grow up with opportunities to develop positive risk taking. Each risk should be considered and assessed within the context of a child's Person Centred Care Plan and the appropriate supporting procedures put in place.
- 6.6. Dignity at Work Awareness** (see Mater Hospital Staff Handbook, Appendix D)
 - 6.6.1** All are required to attend Dignity at Work Training as part of their mandatory training