



**Cardiac Health
Diagnostics Ltd**

Cardiac Health Diagnostics Limited

Code of Conduct

As an employee or associate of Cardiac Health Diagnostics Limited, you make a valuable and important contribution to the delivery of high quality healthcare services that we provide.

Following the guidance set out in this Code of Conduct will give you the reassurance that you are providing safe and compassionate care of a high standard, and the confidence to challenge others who are not. Whether you are working directly (healthcare professional) or indirectly (i.e. administration support) with the healthcare services we provide, you are still contributing to the standard of care we provide to our service users.

Our Values

We have certain values at CHD which we commit ourselves to in order to successfully operate a customer focussed organisation, providing a safe and effective service. These include the following:

- We are ALL accountable for our actions and behaviour
- We promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our services at all times
- We encourage multi-disciplinary working, and encourage colleagues to work together to ensure high quality of service delivery and support
- We communicate in an open, honest and effective way to promote health, safety and wellbeing of people who use our services
- We respect every person's right to confidentiality
- We strive to improve our quality of healthcare through continuing professional development
- We uphold and promote equality, diversity and inclusion

Purpose

This code is based on the principles of protecting the public by promoting best practice. It will ensure that you are 'working to standard', providing high quality healthcare and support.

This Code describes the standards of conduct, behaviour and attitude that the public and people who use health services should expect. You are responsible for, and have a duty of care to ensure that your conduct does not fall below the standards detailed in this Code. Nothing that you do, or omit to do, should harm the safety and wellbeing of people who use health and care services, and the public.

Scope

These standards apply to you if you are;

- A healthcare support worker (i.e. ECG technician, ECHO technician)
- Medical professional (cardiologist, consultant)
- Office support worker (administration, marketing etc.)

How does this Code help me as a healthcare or office support worker or a medical professional working for CHD?

It provides a set of clear standards, so you;

- Can be sure of the standards you are expected to meet
- Can know whether you are working to these standards, or if you need to change the way you are working
- Can identify areas of continuing professional development
- Can fulfil the requirements of your role, behave correctly and do the right thing at all times. This is essential to protect people who use our services, the public, and others from harm.

How does this Code help people who use healthcare services delivered by CHD and members of the public?

The Code helps the public and those who use CHD services to understand what standards they can expect of CHD employees and workers. The Code aims to give people who use healthcare services the confidence that they will be treated with dignity, respect and compassion at all times.

How does this Code help my employer?

This Code helps employers understand what standards they should expect from their employees and workers. If there are people who do not meet these standards, it will help to identify them and their support and training needs.

Guidance

1. Be accountable by making sure you can answer for your actions or omissions

- Be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your job description and for which you are competent.
- Always behave and present yourself in a way that does not call into question your suitability to work in a healthcare environment.
- Always ask your supervisor or employer for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure on how to effectively deliver a task.
- Tell your supervisor or employer about any issues that might affect your ability to do your job competently and safely. If you do not feel competent to carry out an activity, you must report this.
- Establish and maintain clear and appropriate professional boundaries in your relationships with people who use the CHD services, and colleagues at all times.
- Never accept any offers of loans, gifts, benefits or hospitality from anyone you are supporting or anyone close to them which may be seen to compromise your position.
- Comply with your employers' agreed ways of working.
- Report any actions or omissions by yourself or colleagues that you feel may compromise the safety or care of people who use our services, and if necessary, use CHD whistleblowing procedures to report any suspected wrongdoing.

2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our services at all times

- Always act in the best interests of the service users.
- Always treat people with respect and compassion.
- Put the needs, goals and aspirations of people who use our services first, helping them to be in control and to choose the healthcare and support they receive.
- Promote people's independence and ability to self-care, assisting those who use our services to exercise their rights and make informed choices.
- Always gain valid consent before providing services or support. You must also respect a person's right to refuse to receive healthcare and support if they are capable of doing so.
- Always maintain the privacy and dignity of people who use our services.
- Be alert to any changes that could affect a person's needs or progress and report your observation in line with your employer's agreed ways of working.
- Always make sure that your actions or omissions do not harm an individual's health or wellbeing. You must never abuse, neglect, harm or exploit those who use our services, or your colleagues.
- Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.
- Always take comments and complaints seriously, respond to them in line with agreed ways of working and inform a senior member of staff.

3. Encourage multi-disciplinary working, and encourage colleagues to work together to ensure high quality of service delivery and support

- Understand and value your contribution and the vital part you play in your team.
- Recognise and respect the roles and expertise of your colleagues both in the team and from other agencies and disciplines and work in partnership with them.
- Work openly and co-operatively with colleagues including those from other disciplines and agencies, and treat them with respect.
- Work openly and co-operatively with people who use the CHD services and their families/carers and treat them with respect.
- Honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
- Actively encourage the delivery of high quality healthcare and support.

4. Communicate in an open, honest and effective way to promote health, safety and wellbeing of people who use our services

- Communicate respectfully with people who use our healthcare services and their carer's in an open, accurate, effective, straightforward and confidential way.
- Communicate effectively and consult with your colleagues as appropriate.
- Always explain and discuss the care, support or procedure you intend to carry out with the person and only continue if they give valid consent.
- Maintain clear and accurate records of healthcare and support provided.
- Recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use our services and colleagues.

5. Respect every person's right to confidentiality

- Treat all information about who people use our services and their carer's as confidential.
- Only discuss or disclose information about people who use our healthcare services and their carer's in accordance with legislation and the agreed ways of working.
- Always seek guidance from a senior member of staff regarding any information or issues that you are concerned about.
- Always discuss issues of disclosure with a senior member of staff.

6. Strive to improve our quality of healthcare through continuing professional development

- Ensure up to date compliance with all statutory and mandatory training, in agreement with your supervisor.
- Participate in continuing professional development to achieve the competence required for your role.
- Carry out competence-based training and education in line with your agreed ways of working.
- Improve the quality and safety of the services provided with the help of your supervisor (and mentor if available), and in line with your agreed ways of working.
- Maintain an up to date record of your training and development
- Contribute to the learning and development of others as appropriate.

7. Uphold and promote equality, diversity and inclusion

- Respect the individuality and diversity of the people who use CHD services, their carer's and your colleagues.
- Do not discriminate or condone discrimination against people who use CHD healthcare services, and their carer's or your colleagues.
- Promote equal opportunities and inclusion for the people who use CHD healthcare services and their carer's.
- Report any concerns regarding equality, diversity and inclusion to a senior member of staff as soon as possible.

Other Information

Persons employed or working for CHD will be required to follow this Code. Breach of this Code may result in disciplinary action. Our disciplinary procedures will be provided to all employees on their induction.

If you feel the need to raise an issue, you should do so with your supervisor or Registered Manager. This can either be voiced directly or emailed to either person. You can contact your Registered Manager on s.stevens@chd.clinic.