



## Statement 1: Working responsibly

I will always take responsibility for the things I do or don't do.

This means...

1. Being clear with yourself and others about:
  - what your job involves
  - which tasks you have the knowledge and skills to undertake safely and well – and which tasks you do not.
2. Doing things in the way agreed with your employer.
3. Behaving and presenting yourself in a way that is appropriate for social care work, including:
  - keeping your relationships with people who need care and support, carers and colleagues appropriate and professional at all times
  - never accepting loans, gifts, benefits or hospitality, from anyone you are supporting or anyone close to them, which contravene your employer's agreed ways of working.
4. Always asking your employer, supervisor or colleagues for help at once if you are not sure that you can carry out your work safely and well.
5. Being able and willing to explain to others why you have done, or not done, something.
6. Telling your employer, supervisor or colleagues at once if you think you have made a mistake that might harm someone.
7. Telling your employer or supervisor at once if you think that the safety or wellbeing of people who need care and support is at risk due to what your colleagues have done or have not done and, if necessary, using whistleblowing procedures to report the problem.

### Tasks

**To meet your commitment, complete one or more of the tasks below**

1. Discuss with my employer, supervisor or colleagues what knowledge and skills I need to carry out my job safely and well.
2. Agree with my employer, supervisor or colleagues three examples of how to behave professionally with people who need care and support.
3. Discuss with my employer, supervisor or colleagues the reasons for my employer's policy on receiving gifts or other benefits.
4. Tell my employer, supervisor or colleagues exactly how I will carry out one important task and then explain why I will do it in this way.
5. Find out exactly what I should do if I think I have made a mistake at work.
6. Contribute to a discussion about whistleblowing with my employer, supervisor or colleagues.



## Statement 2: Upholding dignity

I will always promote and uphold the privacy, dignity, rights, health and wellbeing of the people who need care and support.

This means...

1. Always acting in the best interests of people who need care and support.
2. Always treating people with respect and compassion.
3. Always maintaining the privacy and dignity of people who need care and support, their carers and others.
4. Always helping the people who need care and support to be as independent as possible, including –wherever possible – making decisions and choices and doing things for themselves.
5. Always taking other people's comments and complaints seriously and responding to them in the way agreed with your employer.
6. Questioning and reporting any behaviour which you think may be dangerous, disrespectful, unkind, unfair or dishonest, and, if necessary, using whistleblowing procedures.

### Tasks

**To meet your commitment, complete one or more of the tasks below**

1. Identify with my employer, supervisor or colleagues three examples of what it means to act in the best interests of people using care and support.
2. Describe to my employer, supervisor or colleagues examples of when I showed respect and compassion to someone even though it was difficult, explaining what made it difficult and what I have learned from this.
3. Agree with my employer, supervisor or colleagues three examples of how privacy and dignity can mean different things to different people and identify ways to check that I am maintaining the privacy and dignity of people who use care and support.
4. Explain to my employer, supervisor or colleagues why it is important to support the people who need care and support to make decisions for themselves, and give three examples of how I enable people who need care and support to make decisions for themselves.
5. Discuss with my employer, supervisor or colleagues three examples of responding properly to comments and complaints.
6. Contribute to a discussion with my employer, supervisor or colleagues about how to challenge each other's behaviour and attitudes.



### Statement 3: Working co-operatively

I will work co-operatively with others to ensure the delivery of safe, high-quality care and support.

This means...

1. Understanding how your work contributes to the wellbeing of people who need care and support.
2. Understanding how others contribute to the wellbeing of people who need care and support.
3. Working in co-operation and partnership with others, including people who need care and support.
4. Being open with people who need care and support.
5. Being reliable, and giving others good warning if you cannot do something expected of you.
6. Behaving in a way that encourages the people you work with always to do their best.

#### Tasks

To meet your commitment, complete one or more of the tasks below

1. With my employer, supervisor or colleagues make a list or diagram of all the people that I need to work co-operatively with, both inside and outside my workplace.
2. With my employer, supervisor or colleagues identify three ways in which my work supports the work of others contributing to the wellbeing of the people who need care and support.
3. Describe to my employer, supervisor or colleagues a time when I shared information with someone who needs care and support (and/or their carers or family) and explain why this was appropriate.
4. With my employer, supervisor or colleagues, agree three examples that show why it is important for social care workers to be reliable, and give others good warning if they cannot do something expected of them.
5. Contribute to a discussion with my employer, supervisor or colleagues to identify things we can do to encourage and support each other at work.



## Statement 4: Communicating effectively

I will communicate in an effective way to promote the wellbeing of people who need care and support.

This means...

1. Communicating with the people who need care and support, their carers and their families in ways that are respectful, accurate, timely and appropriate for both the purpose and the individuals concerned.
2. Treating all information about people who need care and support as confidential, only discussing or disclosing information in accordance with legislation and agreed ways of working.
3. Understanding the extent and the limits of your role, knowledge and skills when communicating with your colleagues and with people who need care and support, their carers and their families.
4. Consulting the people you work with whenever this is helpful to people who need care and support, their carers and their families.
5. Always explaining and discussing what care or support you are going to provide and only continuing if valid consent is given.
6. Keeping clear, accurate and timely records of the care and support you provide (so everyone involved knows what is happening) as agreed with your employer, reporting any changes or concerns promptly.

### Tasks

To meet your commitment, complete one or more of the tasks below

1. Discuss three examples of respectful communication with my employer, supervisor or colleagues.
2. With my employer, supervisor or colleagues, agree why it is essential for me to communicate effectively.
3. Contribute to a discussion with my employer, supervisor or colleagues about the barriers to including people in decision-making and identify three practical ways to meet the challenges involved.
4. Contribute to a discussion with my employer, supervisor or colleagues around valid consent.
5. Agree with my employer, supervisor or colleagues the kind of concerns that I should report at once and who I should report them to and how.
6. Ask my employer, supervisor or colleagues to show me at least three different examples of clear and accurate care records and explain to me in what ways the records are useful.



## Statement 5: Protecting privacy

I will respect people's right to confidentiality, protecting and upholding their privacy and dignity.

This means...

1. Understanding what confidentiality means.
2. Storing all information about people who need care and support in a secure way.
3. Treating all information about people who need care and support as confidential, only discussing or disclosing information in accordance with legislation and agreed ways of working.
4. Always consulting your employer, supervisor or colleagues about any information or issues that you are concerned about.

### Tasks

To meet your commitment, complete one or more of the tasks below

1. Ask my employer or supervisor to explain the agreed ways of working on confidentiality and ensure that I fully understand it.
2. Discuss with my employer, supervisor or colleagues when it would be important for me to share confidential information and how I would do so.
3. Discuss with my employer, supervisor or colleagues some examples of how confidentiality might accidentally be broken.
4. Find out what the law says about sharing confidential information and explain what I have found out to my employer or supervisor.
5. Contribute to a discussion with my employer, supervisor or colleagues about why confidentiality is important in care work.
6. Explain to my employer, supervisor or colleagues how important confidentiality would be to me if I was using care and support.



## Statement 6: Continuing to learn

I will improve the quality of the care and support I provide by constantly reflecting on and updating my own knowledge, skills and experience.

This means...

1. Asking for feedback on and discussing the effectiveness of the care and support you provide with your employer, supervisor or colleagues, and with the people who need care and support.
2. Discussing with your employer how to improve the care and support you provide and put agreed ideas into practice.
3. Taking part in learning and development opportunities to make sure you have the knowledge and skills you need to do your job safely and well at all times.
4. Making sure that you are up to date with your learning and development (and that, where applicable, your employer or supervisor has confirmed this).
5. Keeping an up-to-date record of your learning and development.
6. Helping others with their learning and development when appropriate, and learning from others who do the job well.

### Tasks

To meet your commitment, complete one or more of the tasks below

1. Ask my employer to explain how I can get feedback on my work and who I should discuss that feedback with.
2. With my employer, supervisor or colleagues, identify three things I could do to improve the way I provide care and support.
3. Arrange with my employer or supervisor a time to observe someone who does the job well and then share what I have learned with my employer, supervisor or colleagues.
4. Ask my employer or supervisor about the learning and development that is essential for my job and agree with my employer or supervisor how and when I will complete this.
5. Ask my employer or supervisor about qualifications and other learning opportunities that could help me develop my knowledge and skills.
6. Contribute to a discussion with my employer, supervisor or colleagues about how to use something that I have learned in training to make a positive difference to people who need care and support.



## Statement 7: Treating people fairly

I will promote equality, diversity and inclusion by treating all people fairly and without bias.

This means...

1. Understanding what is meant by equality, diversity and inclusion.
2. Understanding what discrimination is and the impact that it can have.
3. Respecting individuality and diversity.
4. Always treating people fairly and challenging anyone who you think is treating others unfairly.
5. Actively seeking ways of including people and ensuring equality of opportunity.
6. Raising any concerns you have about fairness and inclusion as soon as possible.

### Tasks

To meet your commitment, complete one or more of the tasks below

1. Find out what the law says about equality and diversity, and how to support people to protect their rights, and share this information with my employer, supervisor and colleagues.
2. Find out about different types of discrimination and the range of negative impacts that these can have on different groups of people in society.
3. Contribute to a discussion with my employer, supervisor or colleagues about the challenges to including people who need care and support in activities and identify three practical ways to get over these difficulties.
4. Contribute to a discussion with my employer, supervisor or colleagues about what it means in practice to treat people who need care and support equally while still respecting their individual differences.
5. Contribute to a discussion with my employer, supervisor or colleagues about treating people fairly and what to do if we think someone is being treated unfairly.
6. With my employer, supervisor or colleagues identify some examples of how people might unwittingly treat people unfairly, be disrespectful of people's diversity or individuality, or not include someone.

