

NCQPA

**NATIONAL
CARE
QUALITY**

PROFESSIONALS
ASSOCIATION

CODE OF ETHICS AND PROFESSIONAL CONDUCT

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Introduction

Our clients expect National Care Quality Professionals Association (NCQPA) Registered Members to operate to a high ethical standard, therefore there is an expectation that Registered Members will always adhere to a Code of Ethics and Professional Conduct which conforms to NCQPA visions and values. By becoming a Registered Member of NCQPA, our members are signing up to a commitment to quality, in terms of their business and professional undertakings.

Our Vision

Aiming for a shared vision of outstanding care.

Our Values

NCQPA are an independent, representative membership organisation exclusively for care quality professionals, who share our vision of outstanding care. We aim to bring a unified voice on a national scale, to health and social care professionals.

1. Scope and Responsibility

This Code of Ethics and Professional Conduct applies to all Registered Members of National Care Quality Professionals Association, it is important that all Registered Members read and understand this document, and that they adhere to the requirements set out within it. NCQPA Registered Members must not act or

encourage others to act in a way which contradicts this Code.

It is the responsibility of NCQPA to ensure that all Registered Members are aware of, and have received a copy of this document.

2. Compliance with Laws and Regulations

All NCQPA Registered Members are obliged to observe the legal and regulatory requirements within the health and social care sectors in the UK. If any work is carried out in other countries other than the UK, Members must familiarise themselves with the necessary laws and customs and adhere to them insofar that they are compatible with this Code of Ethics and Professional Practice.

2.1 Safeguarding

NCQPA Registered Members have a duty to ensure that they make arrangements to safeguard and promote the welfare of children and young people, and to protect adults at risk from abuse or the risk of abuse. Registered Members will ensure that they take an active part in sharing responsibilities, joint working and sharing appropriate information. Any safeguarding concerns will be immediately reported to appropriate management, or NCQPA management. By signing up to the NCQPA Code of Ethics and Professional Conduct, Members are reinforcing their intentions to put Safeguarding at the heart of their practice.

3. Conduct of Business

3.1 Quality of Service

NCQPA will provide the highest quality services to its Registered Members. All Registered Members, will at all times maintain impartiality and independent judgement. NCQPA Registered Members will never surrender to pressure and/or inducements to alter recommendations. All work undertaken will be completed with truthfulness and accuracy.

3.2 Avoiding Conflict of Interests

All NCQPA Registered Members shall avoid, where possible, real or perceived conflict of interests and disclose to NCQPA as soon as they are aware that this may be an issue.

3.3 Corruption

All NCQPA Registered Members shall reject bribery and all forms of corrupt behaviour and take positive actions to ensure others do the same.

3.4 Gifts and Hospitality

All Registered Members undertaking work for NCQPA will not accept any gifts or hospitality from clients that may have the effect (or even the appearance) of impairing our judgement on the quality of services provided. Modest gifts, or gifts that may be used for marketing and advertising may be accepted. If staff are in doubt they must seek additional advice.

3.5 Respect and Dignity

All NCQPA Registered Members shall treat all persons fairly and with respect and embrace equality of opportunity, diversity and the elimination of discrimination.

3.6 Confidentiality and Disclosure

All NCQPA Registered Members shall observe the proper duties of confidentiality. If disclosure of information is required due to the threat to life and safety of an individual, then appropriate channels must be adhered to.

3.7 Consent

NCQPA Registered Members may be dealing with sensitive information and vulnerable stakeholders it is important to obtain relevant consent before looking at health records or interviewing service users. Consent will be obtained from the health or social care organisation/service before any onsite work is undertaken; however, it will be important to reintroduce the issue at the commencement of any work and before any interviews commence.

3.8 Accurate and Complete Record Keeping

If relevant to the work being carried out, all NCQPA Registered Members are obliged to take accurate notes. Service user identifiers must not be used and any records taken should number service users 1-X.

No patient identifiable information will be removed from the health or social care organisation/service.

3.9 Internal Monitoring

Client satisfaction questionnaires obtained by NCQP Registered Members will be collated and the information will help inform NCQPA of deviations from this Code.

3.10 Risk Management

Taking any risk can jeopardise the reputation and credibility of NCQPA. Any risks identified during the course of our work shall be recorded on the NCQPA risk register and mitigated/eliminated accordingly.

4. Personal Conduct

Independence, impartiality and integrity are essential characteristics of all those working for NCQPA. NCQPA Registered Members shall exercise professional skill, care and diligence to the best of their ability.

4.1 Competency and Accountability

All NCQPA Registered Members must actively maintain and where appropriate encourage others to maintain, their professional competence through systematic improvement and broadening of their knowledge and skills. Only undertake work for which they have sufficient personal and professional

competences and adequate resource to meet expectations.

4.2 Collaboration

All NCQPA Registered Members must work in collaboration with other team members and external stakeholders when required. A quality service is maintained by utilising all available expertise available.

4.3 Communication

All NCQPA Registered Members shall communicate respectfully, effectively, openly and accurately.

4.4 Health and Safety

All NCQPA Registered Members shall take reasonable steps to prevent avoidable danger to health safety and welfare of yourself, your colleague and the public.

All NCQPA Registered Members shall assess relevant liability and professional indemnity insurance, and shall provide evidence of this on application.

5. Reporting of Misconduct

NCQP Registered Members are encouraged to report concerns regarding the possible violations of the Code, as well as any other violations such as cases of bribery and corruption.

6. Breaches of the Code

Violations of the Code may result in the suspension and/or termination of NCQPA Registered Membership.

This Code is to be read in conjunction with the NCQPA Handbook.