



How HCPC health and care workers must behave



Easy Read



This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



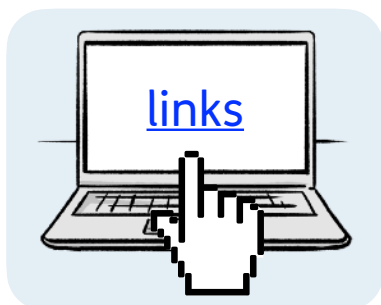
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This booklet is from the Health & Care Professions Council (HCPC).

We help keep people safe by making sure that the health and care workers we regulate do their jobs well.



Certain health and care workers who want to work in the UK must register with the HCPC by law.



This booklet tells these health and care workers about some of the rules they must follow.

These rules are called the **Standards of Conduct Performance and Ethics**.



People who use health and care services are called **service users**.

Service users should also read this booklet to find out how HCPC health and care workers must behave.



Health and care workers that we regulate must follow these rules from 1 September 2024.



You can look at a list of the health and care workers we regulate by looking at our website:

www.hcpc-uk.org/public/which-professions-do-hcpc-regulate

1) Keeping everyone safe

Respect

Health and care workers must treat service users and their carers with respect. They must:



- Treat every person as an individual.



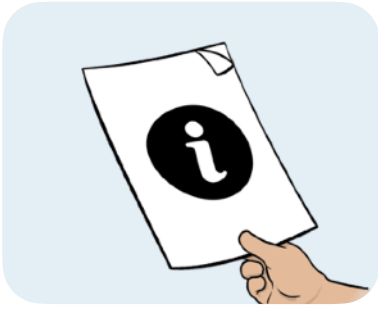
- Keep information about service users private.



- Work together with service users to make decisions about the service provided.



- Help service users look after their health.



Health and care workers must also give people the information that people need to make their own decisions.

Fairness

HCPC health and care workers must treat people fairly by:



- Giving the same standard of care to everyone.

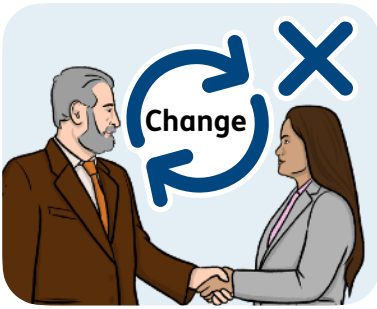


- Thinking about how their personal beliefs like their religion could affect their colleagues, service users and carers.



- Making a report if they are worried that their colleague is treating someone else unfairly.

Health and care workers must make sure that their personal beliefs do not:



- Change the way they treat other people.



- Make them give worse care or treatment to certain service users.

Consent



Health and care workers must always get **consent** before they provide a service.

Consent is where someone agrees that something can happen.



If the service user can make their own decisions, the health and care worker must get consent from them.



If someone else makes decisions for the service user, the health and care worker must get consent from them instead.

Professional



Being **professional** means being polite to colleagues and service users and treating them with respect.



It is not professional to be rude or too friendly, in a way that makes people feel uncomfortable.



Health and care workers have power over service users, their carers, and other people they work with.

So health and care workers must:



- Think about how their job as a health and care worker could affect people they talk to outside of work.



- Talk with people they work with in a professional way.

Health and care workers must also:



- Make sure that their relationships with other people do not affect the decisions they make at their job.



- Only have professional relationships with service users and their carers.



- Not use their job to make someone else have a personal relationship with them.

2) Talking with others

When health and care workers speak to service users and their carers, they must:



- Be polite and kind.



- Listen to what service users and their carers say and think about their needs.



- Give service users and their carers information that they ask for, in a way that they can understand.



- Do their best to help service users talk to and understand them.

Working with colleagues

Health and care workers must:



- Work together with their colleagues to help service users and their carers.



- Share information about a service user's care with other professionals who care for them, if it is needed.



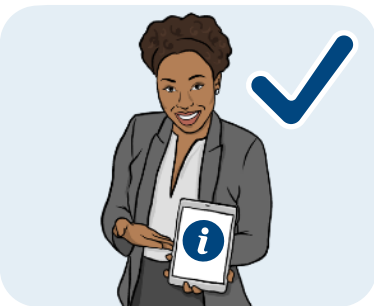
- Treat their colleagues with respect.

Going online

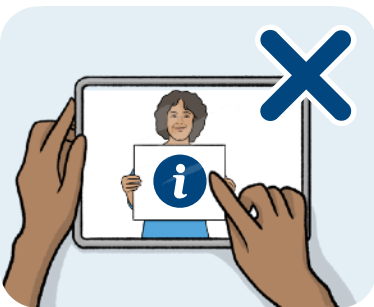
When health and care workers share information about their work online, they must:



- Always stay professional.



- Make sure that they only share information about their work that is true.



- Not share personal information about service users or their carers.



- Make sure that the information that they share about their work supports their **public health duty**.
That means that it helps them to keep the public's health safe.

3) Skills and training

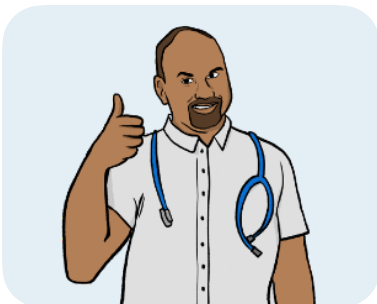
Before health and care workers provide their services, they must:



- Get the right training.



- Know enough about providing the service.



- Have the skills they need to provide the service.



- Have spent enough time doing similar things.



If a health and care worker cannot provide a service that someone needs, they must help them find someone else who can provide the service.

Health and care workers must always:



- Do training to help them get better at their job.



- Follow rules and laws when doing their job.



- Ask what other people think about their services.

4) Sharing tasks



Health and care workers must only ask a colleague to do a task if that colleague knows how to do the task properly.



If that colleague needs support with the task, the health and care worker must give them that support.

5) Keeping information private



Health and care workers must keep information about service users **confidential** - that means they must keep it private and secret.

Health and care workers must do this unless:



- They have consent to share the information.



- The law says that they are allowed to share the information.



- Sharing the information will be better for the person's wellbeing.



- Sharing the information will help keep the public safe.

6) Keeping people safe

Health and care workers must help make sure that everyone stays safe from harm by:



- Not putting people in danger.



- Stopping other people from putting someone else in danger.

Health

Health and care workers must always:



- Provide safe services that work well.



- Think about how their health affects how good they are at their job.

If a health and care worker is worried that changes in their health are affecting their services, they must:



- Ask a suitable colleague to check if these changes will make it harder to provide safe services that work well.



- Change the way they work.



- Stop providing services if they cannot change the way they work.

7) Reporting safety problems

Health and care workers must:



- Keep service users safe.

This is more important than their relationships with other people.



- Make a report straight away if they are worried that a service user is not safe.



- Check to see if a safety problem is being fixed after they report it.



If a health and care worker is worried that a child or **vulnerable adult** is not safe, they must do something about it.

Vulnerable adults are people who need extra help and support to stay safe and well.

If someone tells a health and care worker about a safety problem, the worker must:



- Tell the person that they have listened to the problem.



- Help the person report the problem.



- Look into how to fix the problem.



If the health and care worker cannot fix the safety problem themselves, they must find someone else who can fix it.

8) If something goes wrong

If something goes wrong, health and care workers must:



- Tell their employer.



- Tell service users and carers:
 - What went wrong and why.
 - How it will affect them.



- Follow the rules about how to report what went wrong.



- Try to fix what went wrong and tell people how they are doing this.



Health and care workers must also say sorry to service users when something has gone wrong.

Dealing with concerns

If someone has a concern about a service that a health and care worker has provided, that health and care worker must:



- Help the person with the concern to speak up and make a complaint.



- Be helpful and honest when talking to that person about their concern.

9) Telling the truth

Health and care workers must help people trust them and other health and care workers by:



- Behaving in a way that helps the public feel that they can trust health and care workers.



- Making sure that adverts for their own services always tell the truth and do not make people believe incorrect things.



- Telling the truth about what they can do and what they have done as a health and care worker.



Telling people if they have a **conflict of interest**.

A **conflict of interest** is something that could affect your work, like if you find it difficult to be fair for personal reasons like a relationship.

A Health and care worker must tell the HCPC straight away if:



- The police say that they have committed a crime.



- Another organisation that regulates health and care workers does an investigation and finds that the health and care worker did something wrong.



- The health and care worker is not allowed to provide a service because of concerns about their behaviour or skills.



- They are **dismissed** or **suspended**.

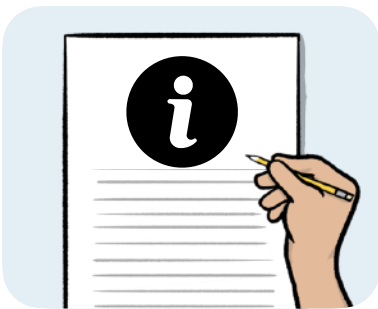
Dismissed means they cannot do their job anymore.

Suspended means they are not allowed to do their job for a set amount of time.

10) Keeping records



Health and care workers must keep clear and correct information about every person who uses their services.



They must write down this information soon after providing a service.

Health and care workers must keep this information safe by:



- Not letting other people see the information.



- Make sure that the information does not get damaged.

Find out more



You can find out more about the HCPC by looking at our website here:
www.hcpc-uk.org

You can contact us by:



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