



Policy Number: BMM02

Code of Conduct Policy

Quality Standards

Legislation	Details
Regulation 4: The leadership and management standard	The registered person must enable, inspire and lead a culture that puts young people first and prioritises their wellbeing and development, ensuring that staff know their responsibilities and work effectively as a team to deliver the outcomes set out in the Statement of Purpose.
Regulation 5: The protection standard	The registered person must ensure that staff are familiar and act in accordance with young person protection policies and understand the relevant roles and responsibilities assigned to them.

Key Principles

Principle	How this applies to the Code of Conduct
I have confidence that the adults who support me understand me, are skilled and work effectively together to best meet my needs.	Operating an employee Code of Conduct helps ensure that all staff understand what is expected of them so the young people using the service are treated with fairness, understanding and due regard for their needs.

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<p>I receive high-quality, tailored support that sustains my health and wellbeing.</p>	<p>Operating a Code of Conduct helps ensure that all staff work to high-quality standards and fulfil their duties in supporting each young person's health and wellbeing.</p>
<p>I have strong, trusting and meaningful relationships within my support system and can rely on the adults around me.</p>	<p>Operating a Code of Conduct helps build an effective support system for each young person which is consistently approachable, dependable, trustworthy and empathetic.</p>

This Policy should be read in conjunction with our other Policies on:

- Employee Responsibilities
- Induction
- Professional Boundaries
- Dignity At Work
- Duty Of Candour
- Consent
- Confidentiality and Data Protection
- Alcohol and Drugs
- Disclosure & Barring Service (DBS)
- Dress Code
- Maintenance
- Equal Opportunities
- Gifts



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- Safeguarding
- Staff Handbook
- Statement Of Purpose

Policy Statement

Policy Aims

This Code of Conduct Policy sets out the values, principles and procedures underpinning Orchard Therapeutic Care Ltd's approach to the conduct and practice of all staff, especially their conduct around the young people using the service.

The Policy has been designed to ensure compliance with all relevant guidelines and UK legislation, including the Supported Accommodation (England) Regulations 2023 and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

In order to ensure a safe environment and high-quality support for young people, all employees and managers of Orchard Therapeutic Care Ltd are expected to act in a professional and competent manner at all times, with the best interests of the young people in mind. The following Code of Conduct has been developed to instruct staff to make sure they are behaving appropriately and meeting the standards expected of them in their practice.

Code of Conduct

Orchard Therapeutic Care Ltd has a duty to young people to ensure that the adults supporting them are fully competent and reliable and have their best interests in mind. Therefore, all staff acting in the course of employment at Orchard Therapeutic Care Ltd must adhere to the following guidelines at all times.

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- Treat everyone with dignity, respect and courtesy at all times, including all young people, families/loved ones, coworkers, managers, volunteers and visitors to the home.
- Behave with honesty and integrity.
- Act with care and due regard to the rights of young people and their families, including privacy, dignity and respect, equality, diversity and inclusion, safety and welfare, and informed consent.
- Behave in a way that upholds Orchard Therapeutic Care Ltd's values, Statement of Purpose, and good reputation.
- Understand and comply with your obligations under all relevant UK legislation (including the Supported Accommodation Regulations 2023), health and safety regulations, employment law and other relevant codes of conduct.
- Comply with appropriate standards of confidentiality and data protection, in accordance with the Data Protection Act 2018 and UK General Data Protection Regulation (GDPR).
- Carry out your day-to-day duties diligently and efficiently and meet acceptable standards of performance and attendance.
- Follow any reasonable and lawful instructions given by a superior staff member or manager at Orchard Therapeutic Care Ltd.
- Always clock in and out of your shifts at the correct times, for safety reasons and to ensure you receive the proper pay.
- Adhere to the dress code at all times and be safely and appropriately dressed as a representative of Orchard Therapeutic Care Ltd.
- Use Orchard Therapeutic Care Ltd's resources in a suitable and proportionate manner.

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- Ensure that company equipment and property is safely handled and maintained and used only for its intended purpose.
- Take reasonable steps to avoid any conflict of interest (real or apparent) in connection with your employment.
- Comply fully with an updated enhanced Disclosure and Barring Service (DBS) background check requested by your manager at any time during your employment.
- Advise your Registered Manager of any dealings that you may have with the Police or any other party which could affect your continuing suitability for your role at Orchard Therapeutic Care Ltd.
- Do not take advantage or make improper use of your duties, status, power or authority, in order to gain, or seek to gain, a benefit or advantage for you the employee or any other person
- Do not give or disclose, directly or indirectly, any information about Orchard Therapeutic Care Ltd's business interests
- Do not provide false or misleading information, e.g. in response to an official request for information in connection with your employment or about accidents/incidents.
- Employees who provide false or misleading information may be subject to disciplinary action. In the event that the false or misleading information may be considered a criminal act, the matter will be reported to the Police.
- Do not consume alcohol while on duty without written permission from the Registered Manager and do not take any illicit substances or drugs other than prescribed medicines, in order to fulfil your duty of care.
- Do not accept casual gifts or favours from service users, relatives or visitors
- Show no bias or favouritism in awarding contracts (e.g. to businesses run by employees, ex-employees, friends or relatives), in accordance with equal opportunities principles.

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Staff Whose First Language is Other than English

- Orchard Therapeutic Care Ltd uses English as its standard language for communication about all aspects of young people's support (this includes using interpreters/translators where necessary). Speaking in a language everyone can understand helps uphold good standards of transparency, consistency, and respect in the service we provide.
- It is important that staff whose first language is other than English do not cause offence to others by communicating with one another in the presence of coworkers and young people (whose first language is English) in languages other than English.
- Staff whose first language is other than English should only use their first language as part of private conversations away from colleagues and young people. Persistent use of languages other than English when carrying out the work of the service will be regarded as uncourteous to young people and colleagues, who may feel uncomfortable if they do not understand what is being said.
- Effective sharing of information is also necessary for safeguarding. As English is the standard language used by Orchard Therapeutic Care Ltd, using other languages could have serious consequences, compromising young people's health, safety or welfare if crucial information is not communicated effectively. Where there is evidence that communicating in a non-English language has led to any of the following, Orchard Therapeutic Care Ltd will treat it as a disciplinary matter:
 - Causing offence, as described above
 - Showing a lack of respect for and/or not meeting young people's needs to be treated with dignity at all times
 - Putting young people's safety at risk
 - The staff involved in any such incidents could be subject to formal disciplinary action on the grounds that they are breaching this Code of

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Conduct and not meeting the standards of care and diligence that we expect of them.

Any breach of this Code of Conduct will be dealt with through the procedures of Orchard Therapeutic Care Ltd's Disciplinary Policy, and the relevant authority will be informed of the outcome where appropriate.

Policy Monitoring and Review

Compliance with this Policy and its procedures will be monitored by the Registered Manager, together with independent reviews by both internal and external audit on a periodic basis.

The Registered Manager is responsible for the monitoring, revision, and updating of this Policy.

This Policy will be kept under review in light of operational experience and national guidance. The first review will take place one year from adoption, and positive action will be taken to resolve any issues.

After reading this Policy, you should be able to:

- Understand what the Code of Conduct is and how it operates.
- Understand how the Code of Conduct Policy operates at Orchard Therapeutic Care Ltd and have an awareness of the actions we take in preventing, identifying and reporting concerns.
- Understand the role you play in the Code of Conduct Policy.

If you have not understood any of these points, please ask your Line Manager or trainer for further help.



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Authorisation and Signature

This Policy is the authorised version agreed by the CEO of Orchard Therapeutic Care Ltd.

All employees are expected to follow this Policy and failure to do so could result in disciplinary action.

A handwritten signature in black ink, appearing to read "Ludivine Parmentier".

Ludivine Parmentier
Chief Executive Officer