



First Steps mapping document

2: UK HCSW codes of conduct

First Steps for HCAs has been developed as a resource for self-directed learning and can be used to support organisational training programmes for health care support workers. It has been mapped to National Occupational Standards and the codes and standards for all UK countries.

This document maps the core topics of First Steps to the HCSW codes of conduct in England, Scotland, Wales and Northern Ireland*.

*First Steps also maps across to the codes and standards required by the Northern Ireland Social Care Council
<http://www.niscc.info/index.php/codes-of-practice>

Revised April 2015

First Steps	England HCSW code of conduct	Scotland Code of conduct for HCSWs	Wales HCSW code of conduct	Northern Ireland Draft Code of Conduct for Nursing Assistants employed by HSC Trusts (NIPEC)
The role of the health care assistant	Standard 1 – Be accountable by making sure you can answer for your actions or omissions	3.2.2 Awareness – being honest with yourself and others about what you can do		
<p>Promoting person-centred care and patient safety</p> <p>What person-centred care means</p> <ul style="list-style-type: none"> Ethical approaches <p>Promoting patient safety</p> <p>Safeguarding adults and children</p> <ul style="list-style-type: none"> Principles of safeguarding Who’s vulnerable? How are people vulnerable Raising concerns Disclosure or confidentiality 	<p>Standard 1 – Be accountable by making sure you can answer for your actions or omissions</p> <p>Standard 2 – Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times</p> <p>Standard 4 – Communicate in an open and effective way</p>	<p>3.2.1. Accountability - making sure that you can always 'answer' for your actions or omissions</p> <p>3.2.3. Integrity - always do what is right to protect the patient or member of the public for whom you provide a service</p> <p>3.2.4. Advocacy - doing your best for patients, members of the public and their relatives</p>	<p>Standard 2 – Promote and uphold the privacy, dignity, rights and wellbeing of service users and their carers at all times</p> <p>Standard 4 – Communicate in an open, transparent and effective way to promote the wellbeing of service users and carers</p> <p>Standard 5 – Respect a person’s right to confidentiality,</p>	<p>Standard 1 Support the delivery of safe, person-centred and compassionate care to patients/service users and their families</p> <p>Standard 2. Communicate openly and honestly to promote the health and wellbeing of patients/service users and their families</p> <p>Standard 4. Respect and protect patients / service users and their families’ right</p>

<p>Confidentiality, consent and capacity</p> <ul style="list-style-type: none"> • Confidentiality • Consent • Capacity 	<p>to promote the health, safety and wellbeing of people who use health and care services and their carers</p> <p>Standard 5 – respect people’s rights to confidentiality</p>	<p>3.2.5. Sensitivity – respecting the patient / member of the public</p> <p>3.2.7. Consideration and respect - making sure people are always treated with dignity</p> <p>3.2.8. Consent – telling patients and members of the public what you intend to do and listening carefully to what they say about it</p> <p>3.2.9. Confidentiality – protecting the person's privacy</p> <p>3.2.11. Protection – making sure you don't put patients, members of the public and colleagues at risk of harm</p> <p>3.2.13. Alertness – observing any changes that could affect a</p>	<p>protecting and upholding their privacy</p>	<p>to confidentiality, privacy and dignity, at all times</p>
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		patient's or member of the public's needs or progress		
Promoting health Eating and drinking Health promotion approaches Stages of change model <ul style="list-style-type: none"> • Using the stages of change model • The stages of change in practice 				

<p>Communication</p> <p>Why communication is important</p> <p>Communication methods</p> <ul style="list-style-type: none"> • Listening and attending • Patient/family complaints • Non verbal communication • Verbal communication • Questioning • Written communication <p>Record keeping</p> <ul style="list-style-type: none"> • Legal issues in record keeping • Principles of record keeping <p>Barriers to communication</p>	<p>Standard 4 – Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers</p>		<p>Standard 4 – Communicate in an open, transparent and effective way to promote the wellbeing of service users and carers</p>	<p>Standard 2. Communicate openly and honestly to promote the health and wellbeing of patients/service users and their families</p>
<p>Quality in care</p> <p>Principles of nursing practice</p> <p>Accountability and delegation</p> <ul style="list-style-type: none"> • Accountability • Delegation 	<p>Standard 1 – Be accountable by making sure you can answer for your actions or omissions</p> <p>Standard 3 – Work in collaboration with your</p>	<p>3.2.1. Accountability - making sure that you can always 'answer' for your actions or omissions</p> <p>3.2.2 Awareness – being honest with</p>	<p>Standard 1 – Be accountable by making sure you can always answer for your actions or omissions</p> <p>Standard 3 – Work in collaboration with your</p>	<p>Standard 1 Support the delivery of safe, person-centred and compassionate care to patients/service users and their families</p>

<p>Teamwork</p> <ul style="list-style-type: none"> • Valuing your role and others • Working and personal relationships • Setting team objectives • Team meetings <p>Care plans and protocols</p> <ul style="list-style-type: none"> • Care plans • Protocols 	<p>colleagues to ensure the delivery of high quality, safe and compassionate care to service users and their families</p>	<p>yourself and others about what you can do. 3.2.10. Co-operation – working effectively with your colleagues as part of a team</p>	<p>colleagues as part of a team to ensure the delivery of high quality safe care to service users and their families</p>	
<p>Equality, diversity and rights</p> <ul style="list-style-type: none"> • The social model of disability • Reasonable adjustments for people with disabilities <p>Inclusion</p> <p>Anti-discriminatory practice</p> <ul style="list-style-type: none"> • The social model of disability • Reasonable adjustments for people with disabilities <p>Preserving peoples' dignity</p> <ul style="list-style-type: none"> • End of life care 	<p>Standard 2 – Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times</p> <p>Standard 7 - Uphold and promote equality, diversity and inclusion</p>	<p>3.2.3. Integrity - always do what is right to protect the patient or member of the public for whom you provide a service.</p> <p>3.2.4. Advocacy - doing your best for patients, members of the public and their relatives</p> <p>3.2.5. Sensitivity – respecting the patient / member of the public</p>	<p>Standard 2 – Promote and uphold the privacy, dignity, rights and wellbeing of service users and their carers at all times</p> <p>Standard 7 – To promote equality all service users, colleagues and members of the public are entitled to be treated fairly and without bias</p>	<p>Standard 4. Respect and protect patients / service users and their families' right to confidentiality, privacy and dignity, at all times</p>

<ul style="list-style-type: none"> • Dementia • People with bladder and bowel problems 		<p>3.2.6. Objectivity – treating all patients and members of the public fairly and without bias</p> <p>3.2.7. Consideration and respect - making sure people are always treated with dignity</p>		
<p>Health, safety and security</p> <p>Infection, prevention and control</p> <ul style="list-style-type: none"> • Hand hygiene • Chain of infection • Personal protective equipment • Waste streams <p>Workplace safety and security</p> <ul style="list-style-type: none"> • Promoting safety in the workplace • Looking after yourself • Risk assessment • Workplace security <p>Reporting an incident or accident</p>	<p>Standard 2 – Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all time</p>	<p>3.2.13. Alertness – observing any changes that could affect a patient's or member of the public's needs or progress</p>	<p>Health and safety</p> <p>Standard 2 – Promote and uphold the privacy, dignity, rights and wellbeing of service users and their carers at all times</p>	

<p>Personal and people development</p> <p>Performance appraisal</p> <p>Personal development planning</p> <p>Learning and development opportunities</p> <p>Lifelong learning</p> <p>Reflection</p> <ul style="list-style-type: none"> • Reflection in action 	<p>Standard 6 - Strive to improve the quality of healthcare, care and support through continuing professional development</p>	<p>3.2.12. Development - trying to increase your own knowledge and skills by talking to patients, members of the public and colleagues and looking for opportunities to learn</p>	<p>Standard 6 – Improve the quality of care to service users by updating your knowledge, skills and experience through personal and professional development</p>	<p>Standard 3. Maintain your knowledge, skills and experience to enable you to do your job properly, in order to improve the quality of care to patients/service users and their families</p>
<p>Clinical skills</p> <p>Observation</p> <ul style="list-style-type: none"> • Breathing • Pulse • Body temperature • Blood pressure • Oxygen levels • Peak flow testing • Blood glucose testing • Urine testing 		<p>3.2.13. Alertness – observing any changes that could affect a patient's or member of the public's needs or progress</p>		

<ul style="list-style-type: none">• Body Mass Index <p>Assessing patients' skin</p> <p>Supporting medication administration</p>				