

Professional Boundaries Policy

HR16

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 12: Safe care and treatment	Staff must only work within the scope of their qualifications, competence, skills and experience.
Regulation 19: Fit and proper persons employed	Persons employed must be of good character and have the qualifications, competence, skills and experience which are necessary for the work to be performed by them.

Key Lines of Enquiry

KLOE	How this applies to Professional Boundaries
Safe	Observing professional boundaries helps ensure the safety of our service by keeping the needs of the service user at the centre of our care practice.
Effective	Maintaining professional boundaries and adhering to professional codes of practice enable staff to continue to provide an effective service.

Related Documents

This policy should be read in conjunction with our:

- HR04 - Code Of Conduct For Workers Policy
- CQ01 - Quality Assurance Policy

Policy Statement



Policy Aims

The aim of this policy is to set out the principles and values underlying our approach to professional boundaries in relationships with service users and their relatives, friends, visitors, and representatives.

Careville Ltd believes that staff need to **observe professional boundaries** in their relationships with **service users and their relatives, friends, visitors and representatives**, and that **behavior outside those boundaries should be regarded as potentially abusive and a reason for disciplinary action**. We recognize that it is often difficult to draw precise lines defining appropriate behavior, so we encourage **staff to be transparent in their dealings with service users** and others and to **discuss with managers any difficulties which arise**. The starting point is that **the needs of service users should be at the centre of our care practice**;

any relationship which might threaten that objective should be questioned.



Workplace Example

A more common example would be allowing a service user to feel that they have a 'special' relationship which could lead to them becoming overly dependent on you as a worker. If you then move jobs or have to refer them on, any positive work that you have done could fall apart as a result of the difficulty they have in separating from you.

As a worker it is very easy to slip over the line without noticing that you have done so, particularly if the service user you are working with brings up strong feelings or memories for you. Being self-aware and keeping a check on yourself is essential.

Staff

This policy applies to all staff, not only those who have regular contact with the service user in a care giving capacity.

People Associated with Service Users

This policy includes relationships with people directly associated with service users in a personal capacity — their relatives, friends, visitors and representatives.

Professional Boundaries

Professional relationships must be distinguished from personal relationships. Although we believe that staff can quite properly gain satisfaction from developing and sustaining relationships with service users, the key consideration should always be the needs of the person rather than the personal or mutual satisfactions which characterize personal relationships. Staff must therefore on occasions hold back from allowing a relationship to develop a dimension or to a degree which they personally would find satisfying, in the interests of ensuring that the needs of the service user remain paramount.

Any member of staff who feels that a relationship that might be judged inappropriate is developing, should discuss the situation with their manager. The action to be taken might include:

- varying the staff member's duties in order to limit contact with that person
- discussing the situation frankly with the person in order to re-establish appropriate boundaries
- moving the staff member to another work setting

Where the overstepping of professional boundaries has resulted in harm to the service user, the staff member will be subject to a disciplinary investigation (following local safeguarding procedures). This could result in the person being dismissed and referred to the DBS for possible inclusion on its barred list(s).

Professional Codes of Practice

Care, nursing and other professional staff must comply with the standards of conduct and practice for their respective occupations or professions. The company will co-operate with any action taken by a professional regulatory body investigating the conduct of one of its members.

Action Outside the Work Situation

Although we do not in general seek to regulate the private behavior of staff, we recognize that on occasions a staff member's behavior away from work may call into question their suitability to work in social care services. It is the responsibility of all staff therefore to behave, both at work and outside, in ways which uphold their own credibility and Careville Ltd.'s reputation.



Key Points to Take Away

- Careville Ltd believes that staff need to observe professional boundaries in their relationships with service users and their relatives, friends, visitors and representatives, and that behaviour outside those boundaries should be regarded as potentially abusive and a reason for disciplinary action
- Professional relationships must be distinguished from personal relationships
- Where the overstepping of professional boundaries has resulted in harm to the service user, the staff member will be subject to a disciplinary investigation

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director