

The Code of Conduct in Action

A user guide for Healthcare Support Workers and
Adult Social Care Workers in England

This user guide relates to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. A separate guide is available for use by your employer.

The Code of Conduct may have been given to you by your employer. The Code of Conduct can be found here on the [Skills for Health website](#) and on the [Skills for Care website](#).

The Code of Conduct applies to you if you are a:

Healthcare Support Worker (including an Assistant Practitioner) in England who have patient-facing roles (where they don't already have a Code that applies to them)

Adult social care worker in England. This could be in an independent capacity (for example as Personal Assistant), for a residential care provider, or as a supported living, day support or domiciliary care worker. Social Work Assistants are not included.

The purpose of this guide is to:

Why do we have a Code of Conduct for Healthcare Support Workers and Adult Social Care Workers?

Organisations including employers, unions and professional bodies have been writing and using different Codes of Conduct for many years. Some organisations require Healthcare Support Workers and Adult Social Care Workers to adhere to a Code of Conduct, whilst for others this has never been a requirement. This has meant that standards for Healthcare Support Workers and Adult Social Care Workers could vary greatly from organisation to organisation.

Providing a safe, efficient and effective health and social care system is complex. One way we can reduce risks is by ensuring that you and your fellow workers are clear about how you should behave at work and what you should and should not do.

The Department of Health asked to develop a Code of Conduct that could be used consistently by Healthcare Support Workers and Adult Social Care Workers in England. The Code of Conduct was written with lots of help and advice from Support Workers, registered health and social care professionals, people who use health /care

