


PROFESSIONAL BOUNDARIES

VERSION No	3	
REVIEWED BY	Registered Manager (MP)	
NUMBER OF PAGES	2	

Policy Statement

This organisation believes that staff need to observe professional boundaries in their relationships with residents and their relatives, friends, visitors and representatives, and that behaviour outside those boundaries should be regarded as abusive and a reason for disciplinary action. We recognise that it is often difficult to draw precise lines defining appropriate behaviour, so we encourage staff to be transparent in their dealings with residents and others, and to discuss with managers any ambiguities which arise. The starting point is that the needs of residents should be at the centre of our care practice; any relationship that might jeopardise that objective should be questioned.

The Policy

The aim of this policy is to lay down the principles and values underlying our approach to professional boundaries in relationships with residents and their relatives, friends, visitors and representatives.

The Parties Involved:

- a) **Staff:** This policy applies to all staff of the organisation, including temporary staff and volunteers, not merely those who have regular contact with a resident in a care-giving capacity.
- b) **Residents:** The term 'resident' is used in this policy to include: current residents, past residents and anyone whose contact with the organisation is concerned with either their being currently, or having previously been, a user or potential user of services.
- c) **People Associated with Residents:** This policy includes relationships with people directly associated with residents in a personal capacity, i.e. their relatives, friends, visitors and representatives.
- d) **Professionals:** other professionals such as GP, TVN, CPN, Dietician, etc.

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 residents, the key consideration should always be the needs of the resident, as opposed to the personal or mutual satisfactions that characterise personal relationships. Staff must therefore on occasions refrain from allowing a relationship to develop to the extent that they would find personally satisfying or to include a dimension that they would find personally satisfying in order to ensure that the needs of the resident remain paramount. Any member of staff who feels that a relationship is developing that might be judged as inappropriate should discuss the situation with their manager. The action to be taken may 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; or, in extreme circumstances, controlling an individual's contacts with the organisation.

This includes relationships between staff members regardless of their job title. Inappropriate behaviour from any member of staff should be discussed in an open and honest manner with the home manager.

If the inappropriate behaviour involves the home manager, then it should be discussed with a senior member of staff.

It is important to recognise that any purported abuse of power leads ultimately to inappropriate

behaviours becoming acceptable and therefore, it is the responsibility of all staff where they have concerns to flag up such concerns as early as possible.

Professional Codes of Practice

All staff should be familiar with and comply with the code of conduct skills for care, copies of which are supplied to all staff. Nursing and other professional staff should, in addition, comply with the standards of conduct and practice set by their own regulatory bodies. Breaches of any of these codes by staff will be reported, and the organisation will cooperate with any action taken by a regulatory body.

Action Outside the Work Situation

Although we do not, in general, seek to regulate the private behaviour of staff, we recognise that occasionally an individual's behaviour outside of 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 or otherwise, in ways that uphold their own credibility and the organisation's reputation.

Training Statement

All staff will be encouraged to read this policy and related policies as part of their induction process and will be provided with training on professional boundaries.

Related Policies

Code of Conduct for Workers
Monitoring and Accountability
Recruitment and Selection
Social Media and Networking