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Markfield Code of Practice

for staff, volunteers and
people on placement

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Introduction

Why do we have a Code of Practice?

The Markfield Code of Practice tells Markfield staff and volunteers, and anyone here on placement, what we expect of you while you are working here. You are part of a team, and keeping to this code of practice will ensure that we can work together to provide a service that meets the needs of Markfield's service users.

What if I don't understand or forget anything in the code?

If there is anything in this code of practice you don't understand, you must make sure you raise it with your supervisor. It is important that you **do** understand. We will go through the code of practice with you in your induction. We have written it down so you can regularly refresh your memory about the expectations we have of you.

What happens if I don't follow this code of practice?

It is really important that you do follow the code. If you don't your supervisor will inform you of the action that will be taken. We understand the pressure that all staff can work under, and if you break the code in a minor way, we will support you, eg. through supervision or training to improve your practice.

If you continue to break the code, or if you break it in a serious way, it will be a disciplinary matter, and in some instances would lead to dismissal.

Protecting our service users from harm, and ensuring they have a positive experience of using Markfield, will always come first when we are considering breaches of the code of practice.

What does the Markfield Code of Practice cover?

The Code of Practice tells you how we expect people to behave while they are working here. It is not an exhaustive list, but covers the main issues you need to remember. It is backed up by more detailed policies and procedures. Key parts of Markfield's policies and procedures are summarised within the Code of Practice to make it easier for you to remember them, but you are provided with the main policies in your induction, and you are expected to read and follow them. Again, if you do not understand anything within these, you must discuss this with your supervisor. Some of the core policies and procedures are:

- **Complaints & Whistleblowing Policy**
- **Disciplinary and Grievance Policy and Procedures**
- **Equality and Diversity Policy**
- **Confidentiality and data protection policy**
- **Transport policy (including escorting and driving guidelines)**
- **Health and Safety Policy**
- **Safeguarding of Children and Vulnerable adults Policy and Procedures**
- **Supervision and Appraisal Policy**
- **Positive Behaviour Management Policy**

Markfield's approach to providing services

Markfield's purpose is to promote rights, independence, choice and inclusion for disabled people and their families.

Markfield believes in:

- Freedom for disabled people and their families to enjoy rights, independence, choice and inclusion
- Breaking down barriers to social inclusion and challenging prejudice
- Respecting the needs of the whole family and valuing social and support networks
- Supporting people to take risks
- Promoting the full citizenship of disabled people and their families.

Markfield aims to create an atmosphere that is friendly, caring and accepting. We aim to provide for the needs of service users in a sensitive way. It is important that people who use Markfield are encouraged to have a positive self image and find this a place where they can grow in confidence and ability.

The people who use or work at Markfield come from a wide variety of backgrounds, lifestyles, languages, religions and beliefs. We are proud of this diversity and believe it enriches our lives. It is an essential part of our role to ensure that this diversity is valued and to challenge any prejudice and discrimination. We therefore expect staff, volunteers and people on placement to:

- Encourage respect for each individual
- Encourage people to challenge prejudice and discrimination
- Challenge stereotyped images and promote positive images
- Declare as unacceptable any language or action that is prejudiced or encourages prejudice in others
- Challenge institutional and organisational structures which are discriminatory.

Conduct expected of staff and volunteers

- We expect all staff, volunteers, and people on placement to work towards Markfield's purpose and within these values.
- You are expected to behave in a professional, courteous, helpful and warm manner.
- No arguments or disagreements between members of staff or volunteers should happen in front of Markfield service users.
- No bullying, swearing, offensive or intimidating behaviour or language, harassment, or victimisation will be tolerated on Markfield's premises.
- All staff, volunteers and people on placement are expected to treat service users, and each other, with respect. Any inappropriate behaviour may lead to disciplinary action.
- There is no defined dress code at Markfield, but you are expected to dress and maintain your appearance in a way that is safe for providing care to Markfield's users, and will not cause offence.
- No smoking or drug use is allowed on Markfield premises. Alcohol is allowed on the premises on special occasions such as Markfield exhibitions and events, but only with consent first from the Director. No smoking, drug use, or drinking of alcohol is allowed by Markfield staff, volunteers or people on placement when they are on duty, or representing the organisation.
- No member of staff, volunteer or person on placement should arrive at the project under the influence of alcohol, drugs, or illegal substances, and if they do so they will be asked to leave.
- If you are working for more than 6 hours at a time, we will ensure you have time and space to take regular breaks away from service users. You must ensure you take your break. You are responsible for talking to the person leading a session if you need a break at other times.
- If you cannot attend work because of sickness or injury you must telephone your line manager or the on-call manager as soon as you know you will be unable to work. Inform them of your absence from work and the reason for it, and when you expect to be able to return (if known).
- If you are not able to get through to a manager directly, then you should leave a verbal message on the on-call phone and call the main Markfield switchboard and speak to a member of staff. Your line manager or the on call manager will telephone or text you back as soon as is practical.
- Also let your manager know of any work appointments you have which may need to be cancelled
- You must keep a note of Markfield's phone number, the extension number of your manager, and the on call phone number, in case you need to contact the project (a list of phone extensions is in the staff handbook).

Using the support available to you

- You will be offered regular supervision by your line manager. You should make sure that you have prepared for supervision.
- You should talk to your supervisor if you feel you have unmet training or support needs that are preventing you from doing your job adequately.
- Volunteers and people on placement will always work under the supervision of a paid staff member and will not be given duties that leave them with the sole care of a service user
- There will always be a senior manager either in the building or on call. All staff are expected to keep a record of the on call phone number.

The on call number is: 07919 812 011

Confidentiality

- Everyone has a right to privacy.
- You should not talk about individual incidents or the behaviour of service users in front of other service users, parents/carers etc.
- You must not take photos of Markfield users, using your mobile phone or any other type of personal camera, unless this has been specifically agreed beforehand by a manager. Personal mobile phones should not generally be used while working on Markfield sessions (unless a manager/session leader has given permission for this). Photos of service users can only be used for external use, such as publicity, if we have written consent from the service user, or parent/carer if it is a child.
- Markfield staff, volunteers and people on placement must not provide any information about Markfield or its service users to the media without agreement from a senior manager.
- Staff may be given personal information about service users in order to meet their care needs, or if transporting them home. The escort or person holding this information is responsible for ensuring that information is kept confidential and that any written identifiable information is returned to Markfield or shredded.
- If a service user or parent/carer tells you something in confidence which may affect the safety or welfare of a service user, you have a responsibility to talk to your supervisor or service manager *but do not tell anyone else*.
- If a service user or parent/carer says they want to tell you something in confidence, let them know first that you cannot guarantee to keep all information confidential
- ***For further guidance see Markfield's Confidentiality and Data protection Policy.***

Information about working on sessions (under 5s, crèches, children & youth afterschool clubs, play schemes, and adults sessions)

- For each club run by Markfield there will be an agreed set of aims and objectives, which service users will contribute to, and anyone working on the session will be expected to be familiar with and work towards these objectives. This will be included in the session file.
- You must keep mobile phones switched off during sessions you are working on, and during meetings. This is a requirement of good safeguarding practice to ensure that vulnerable people are not at risk of inappropriately having their photos taken or being recorded on staff phones. If you have a particular reason why you need to leave your phone on at work, you must agree this first with the member of staff leading a session, or the person chairing a meeting.
- Staff and volunteers who do not have an office will have access to a lockable cupboard (main hall cupboard) for you to keep personal belongings and you should ensure personal belongings are not left anywhere else.
- Information on the activities and structure of the session as well as the support you are being asked to provide to service users will be available in the session plan.
- Where staff are unable to write up an incident form on or after the session, casual staff will be paid for 15 minutes on completion and return of the form.
- All staff who work directly with service users are expected to attend and contribute to monthly practice supervision. This is a chance for staff to share and develop good practice with the whole team.
- Use of the on-call phone (see page 6): Managers and session leaders are expected to use this number to report, or ask for advice, in the event of serious incidents or emergencies that cannot wait to be reported until the next office day. Part time and casual staff are expected to use this number to report incidents and ask for advice when they cannot report these immediately to the person leading the session (eg. when escorting on the minibus).

Supporting service users

We will ensure a minimum staffing ratio of 1 staff member to 8 service users on sessions. We will put in place a higher ratio (1:4 ,1:2 or 1:1) if required, subject to the needs and risk assessment of individual service. The only exceptions to this will be drop-in services where children or adults attend with their parents, carers or own support workers; or on adult services where a risk assessment has been conducted to show that a different ratio is adequate to meet service

user needs. The support needs of service users will be kept under review and level of support changed as required.

When supporting people, particularly when support needs are high, you must ensure you fully understand the service user's needs. The session plan will state which staff member is working with each service user, and it is this staff member's responsibility to ensure their safety, care and support needs are being met. You must let a manager or session leader know if you are having difficulties doing this. Staff will be given details of their support and care needs and you must make sure you are familiar with these and ask about anything you don't understand.

On some sessions, there may be staff, volunteers and people on placement who are not specifically allocated to supporting service users. The role of these people is to plan and run activities; inform service users of activities on offer; help service users to get involved in activities; support and encourage them to interact positively with other service users and staff; ensure they are safe and their general care needs are met. You need to recognise when to intervene and when to leave someone to interact independently, but should always encourage service users to make their own choices on how to use the session.

Meeting individual care needs

All staff who are supporting individuals are expected to familiarise themselves with that person's particular care needs, and the ways they prefer these to be met, by reading their Child Information Form or Service User Plan. Copies of these are held in the session file, which should be stored in the reception office for the duration of the session, so that staff working on the session can have access to it. When meeting service users' needs, it is essential that you encourage them to express their choices about how you support them, and that you respect these choices. You must bear in mind individual, religious, cultural and language needs.

Communicating with service users

To support people sensitively and respectfully, it is essential that you are able to communicate effectively. Service users should be supported to have a voice, make choices and to be able to communicate these clearly.

Staff, volunteers and people on placement are expected to be sensitive to the communication systems and languages that Markfield's service users use. All staff, volunteers and people on placement will be given basic induction in communication skills within their induction, including a basic introduction to some of the more common non-verbal communication systems.

If someone uses a formal communication system which you do not understand, and you are finding it difficult to understand their choices, find another member of staff to support you.

Supporting people with intimate personal care

Be aware of how you would feel if you were dependent on someone taking you to the toilet, think about how you would like to be treated and treat people you are supporting with the utmost respect, ensuring their privacy and dignity is maintained:

- Do not leave people wearing wet or soiled nappies, incontinence pads or sanitary pads for longer than is absolutely necessary. Even if you are not actually supporting the person, if you notice that their pad is wet or soiled bring it to the attention of the person supporting them, or the worker leading the session.
- Women will take girls/women to the toilet and be responsible for changing them, and men will be responsible for taking boys/men to the toilet and changing them whenever possible. However, in some rare cases there may be particular reasons why a person has chosen to be taken to the toilet by someone of a different gender. If this is part of someone's user or protection plan, it must be respected.
- Support staff should also refer to service user plans for information on the service user preferences and needs with personal care.
- Service users should be encouraged to be as independent as possible in meeting their intimate care needs. Where they are unable to be physically independent, they should be encouraged to make choices about how their needs are met.
- There must always be two adults present when a child is being supported with personal care. In the case of adult service users there will normally be one staff member present, unless a risk assessment indicates there need to be two staff members present.
- If a service user needs support with catheter or stoma care, this can only be carried out by a contracted member of staff, with specific training, and explicit consent from the service user if they are able to give this, or their carer. For children, this must be someone with parental responsibility.
- Volunteers and people on placement cannot be involved in the intimate care of service users.
- You must **ALWAYS** wear gloves when you are supporting someone in the toilet and when cleaning up urine, faeces, blood or vomit. In extreme cases staff may wish to use a mask when cleaning up.
- Incontinence pads must be disposed of in the clinical waste bin in the changing room. All pads should be double bagged and placed in a white plastic bag and this should be put in the yellow clinical waste bag that lines the bin. Sanitary pads should be placed in the sanitary bins provided.
- All staff who will have a role in supporting service users with mobility and care needs will be provided with manual handling training as part of their induction, which will include use of the moving and handling equipment available at Markfield.

Supporting people with eating or feeding

Supporting people who need help with eating or need to be fed is a very important and demanding job. Make sure you feel confident in doing this.

- Ask a contracted staff member for assistance if you need it.
- Before supporting someone with their meal, always wash your hands thoroughly and make sure your nails are clean.
- If the person is attending a session where they are supposed to bring their own food (e.g playscheme), and they come without, we will provide them with a meal. Never make a big fuss of this or bring attention to this fact.
- If the person you are supporting does not want you to feed them do not force yourself on them.
- If the person refuses to eat, do not force them to. Tell the person leading the session. If the person has brought a lunch box, leave uneaten food in the box so parents/carers can see what has been eaten.
- Always allow the person a choice about what they eat, but make sure you are fully aware from their user plan and allergy list on the back of the kitchen store cupboard door, about any food allergies or intolerances they may have. **Remember that food allergies can be very damaging to health or in some cases fatal.** If someone does have food allergies, remember that many ingredients such as wheat, eggs, milk, nuts, which are common allergens, are present as hidden ingredients in some foods, and particularly processed foods. Make sure you ask the session leader for advice if you are unsure what someone can eat.
- Also ensure that you are aware of cultural or religious restrictions on diet and that you respect these.
- Discourage service users from sharing food they bring with them with other service users unless attention has been paid to dietary restrictions and food hygiene.
- Allow the person as much time as they need to finish their food even if it seems to take ages.
- If the person still appears to be hungry when their food is finished, let the session leader know.
- Continue to talk to the person as you support them to eat.
- If you are supervising a group of people at a table, try to make it an enjoyable social time. As well as ensuring people are eating, try to encourage people to stay at the table to socialise with people who are taking a long time to finish.
- Make sure that people you support have enough to drink during the day.
- If a person you are supporting needs to be fed through a naso-gastric or gastrostomy tube, this can only be carried out by a contracted member of staff, with specific training, and with explicit consent from the service user if they are able to give this, or their carer. For children, this must be someone with parental responsibility.

Giving, or supporting a service user to take, medication

- The worker leading the session is always responsible for ensuring that medication is stored and administered appropriately. For trips out, this task may be delegated to another contracted member of staff, at the discretion of a manager, and only when that staff member has been trained in medication procedures.
- Volunteers or people on placement must never give any medication.
- If a parent, carer or service user gives you medication, always pass this on to the staff member leading the session or manager immediately. Do not accept medication if it is not in its prescription container (eg box or bottle with the pharmacist's label on it). Check the expiry date. Do not accept it if it has been put in another container (e.g an envelope) even if it is clearly marked with the service user's name. Speak to the manager or session leader if you are unsure.
- Generally, all children's medication will be kept in a locked medication cabinet, which only core members of staff can access. On trips out the medication will be kept in a first aid bag held by the person given specific responsibility for medication on the trip.
- Adult service users will, where possible, keep and administer their own medication. Where staff feel it is unsafe for an adult service user to keep their medication in their bag they must lock bag in the playcheme office (where they can access their medication with staff support)
- Only trained staff can administer medication to children or adult service users who need support with taking medication if it is included on the medication sheet in their Child Information Form or user plan. Children's forms must be signed off by the parent to confirm the record is correct.
- When medication is administered, two members of staff must be present. A record sheet must be completed detailing the medication given, the time and dosage, and signed by the staff present. The medication file is kept in the playcheme office.
- If a service user refuses to take their medication they should not be forced. Let a senior manager know immediately and they will refer to the person's user plan which will include details of what effect this may have on the service user, and what to do when this happens.
- Never give non prescription medication, such as painkillers, cough mixture or medicated creams.
- Never use one service user's prescription medication for another service user, even if they take the same medication.
- If you take medication yourself and need to bring it to work with you, never leave these in a place that cannot be locked.
- If a service user needs medication that is not given orally (eg rectal diazepam, epipens, or medication given through a feeding tube) this can only be done by a staff member who has had specific training, and with explicit consent from the service user, if they are able to give this, or their carer. For children this must be someone with parental responsibility.

Health and Safety

General health and safety

Senior management staff have overall responsibility for ensuring that Markfield works within health and safety regulations but all staff have responsibility for their own health and safety and for contributing to the maintenance of an environment that is safe and free from risks to health.

- Staff leading sessions must ensure that a health and safety check has been conducted before the session and all immediate risks removed or dealt with.
- All staff, volunteers and people on placement must report any safety or health risks that they notice, through the health and safety log book or to their line manager or other manager.
- Staff working on sessions have responsibility to ensure that they supervise the use of any dangerous substances or equipment.
- Staff must make sure they are familiar with the health and safety policy and fire safety policy and fire action plan.
- Staff must take reasonable care of their own health and safety needs and raise any concerns immediately with their line manager or other manager.
- Because we work with some users who may bite or scratch, workers may be at increased risk of Hepatitis B. Information on Hepatitis B and other inoculations can be gained from your GP. Markfield will reimburse the cost of the inoculation if you are charged for this.

For detailed advice and guidance see Markfield's Health and Safety Policy. A summary of the key points is below.

Cleaning and hygiene

Markfield employs a cleaning company, which carries out daily cleaning of the top two floors of the building; and of the reception, entrance hall and toilets on the ground floor.

Responsibility for cleaning areas used for sessions and activities is held by session staff. Cleaning and clearing up should be regarded as part of the session and time must be allowed to ensure that the building and equipment is left clean and tidy for the next session.

After sessions staff are responsible for ensuring that the building is cleaned and ready for the next session. Staff delegated to tidy up must:

- Tidy away all equipment.
- Wash up and load the dishwasher
- Wash up any art equipment using only the sink in the Training room .

- Wipe down all used surfaces in the kitchen and dining area with hot soapy water.
- Ensure all foodstuffs are sealed and stored in the fridges or pantry.
- Food belonging to individual staff members stored in the staff fridge must be labelled with their name and date.
- Throw away any food that will not be used.
- Evening sessions or weekend hires and family clubs should empty the bins in the kitchen and coffee bar area and put in new bin liners and deposit rubbish in the café bin area.
- Put on the washing machine to wash any soiled tea towels or aprons etc, and as part of the clear up transfer any washing to drier/racks.
- Sweeping dining and training room after every session

If there is additional time after the session then some of the non essential tasks can be completed – additional tasks such as cleaning fridges, sorting clothes etc should be done.

All staff, volunteers and people on placement are expected to follow basic personal hygiene practices. Always wash your hands with hot soapy water, and ensure service users you are supporting wash theirs: **before cooking, before eating, after using the toilet or changing room.**

Always use protective gloves, and wash your hands when coming into contact with body fluids ie. vomit, blood, urine (pee) and faeces (poo).

Safe and accessible use of the building

- The building will only be open with at least two members of staff.
- Staff must not work alone in the building.
- No staff must arrive before 8.30am unless this has been agreed with another member of staff and at least two people are arriving together.
- At least two people must lock up the building together.
- Staff must ensure that they keep the door entry code confidential.
- It is important that we make sure the building remains as accessible as possible for all the people who use our services.
- Always make sure there is clear access for all service users with limited mobility, or who use wheelchairs, to move freely around the building.
- Always make sure that all fire exits, stairways, entrances etc are kept clear.

Lone working

Although lone working is not allowed on the Markfield site, some paid staff will work alone, eg family support staff conducting home visits, workers accompanying service users to forums or other meetings, staff escorting service users in cabs and travel training.

Where staff roles will involve lone working, safe lone working practice guidance will be given during the person's induction.

Staff who will be undertaking lone working will be offered training in managing aggression and in negotiation skills.

All lone working must be discussed with and approved by a senior manager, and a risk assessment conducted before it happens.

Initial meetings with new service users must either happen at Markfield, or two members of staff must make a home visit. After this initial visit, a risk assessment will be conducted to consider whether future lone home visits are safe. This should consider factors such as transport to and from visits; lighting and accessibility to the premises; whether there is a risk of violent or inappropriate behaviour; whether the staff member feels confident to visit alone.

Staff working alone must take with them a mobile phone which must be left on during the period of lone working. They must leave at Markfield a record of the date and time of their visit, or other period of lone working; their expected return time; the name and address of the person they are visiting, or accompanying; the number of the mobile phone they are taking. If they are not planning to return to Markfield at the end of the visit they must arrange to contact their manager or duty manager to inform them when the visit is ended.

Trips out

Markfield has detailed guidelines for trips out which all paid staff are expected to be familiar with before going out on a trip. The most important points to remember are:

- A risk assessment must have been conducted by a core member of staff, of the trip venue, and in relation to the trip itself, before it happens.
- Markfield staff must wear / carry their ID cards on trips out.
- No volunteers or people on placement should ever leave the building with children or non-independent adults, unless a paid member of Markfield staff is present. Paid members of staff must never go on a trip alone with service users.
- Make sure that all outings, even to the local shops, are cleared with the session leader, or a senior manager.
- Always ensure that you have planned the trip thoroughly.
- Always take enough incontinent pads, refreshments and money for the trip.
- Always take a list of service users and staff going on the trip with you and leave a duplicate copy on the inside of reception window.
- Always remove the list when you return from your outing.
- Always take a First Aid Kit and make sure a qualified first aider is amongst the staff members on the trip.

- Always take the telephone number of the project with you, and take a mobile phone with you. Record which mobile you have with you on the trip list you leave in reception.
- If a service user needs medication, make sure you have discussed and agreed arrangements for giving their medication with a senior manager .
- Children can never leave the building without staff unless we have explicit parental permission.
- Be aware of protecting vulnerable service users from strangers when you are on outings. Always closely supervise them if they are talking to people that are not associated with Markfield.
- Never let children go home with anyone they meet on a trip, even if it's a family member or friend.

Dealing with accidents, incidents, concerns

Markfield has a legal responsibility to ensure that our building and services are safe. *Everyone* working or volunteering for Markfield has a responsibility to help us do this. Always do all you can to minimise the risk of injury or harm.

Incident forms are a really important way of monitoring risks to service users or to the organisation.

An incident form must be completed in the following circumstances:

- for any accident that results in an injury (if the injury needs any kind of first aid including cold water you also need to record it in the accident book).
- for any event that *nearly* results in an injury.
- when there is a concern about a service user's welfare or health.
- when you think a service user may have been distressed.
- when you have a concern about the behaviour of a staff member.
- when you have a concern about the behaviour of a member of the public, or worker from another organisation, when this could impact on Markfield.
- when you have a concern that Markfield's building, property, or records could be at risk of damage or loss.

Make sure you complete the whole form using full names, dates and times, as this may be read by others who may not be familiar with the service user . Record the facts, rather than your opinion, about what has happened and give enough detail to provide some insight to the incident.

Any incident must be reported to a manager or session leader within 2 hours of the incident (phone the on call number if out of office hours). The incident form must be handed in within the next week to a manager.

First Aid

First aid boxes are widely distributed around the building and are checked

regularly to ensure they are well stocked. All staff should familiarise themselves with where the boxes are. First aid supplies must always be taken on trips, and a trained first aider with a current first aid certificate will always be present on trips.

There are a number of trained first aiders, and a list of these is kept displayed on the staff notice board and in the office opposite reception. In the event of an accident requiring first aid, one of these first aiders must immediately be found to administer first aid and assess whether further medical advice or treatment is needed.

Always fill in an accident report if any form of first aid is administered, even if the first aid box has not been used (eg. running a burn under cold tap).

The session leader or Manager should complete the accident form and attach a copy of the relevant incident form and give this to the Operations Manager.

All bus escorts will be expected to attend first aid training.

Infectious diseases

If you are ill and are not sure if you should be at work, get advice from a manager or person leading your session. If you think a service user has an infectious illness, make sure you tell the person leading the session, or manager. Follow the advice from your GP or NHS Direct about how long you should stay away from work if you have an infectious disease.

Protecting service users from abuse

Markfield believes that children and vulnerable adults have the right to be secure from both the fear and reality of abuse. We are committed to ensuring that children and vulnerable adults using our services are protected from abuse and harm; are treated with respect and dignity; and have their rights upheld. All staff, volunteers and people on placement are expected to read the *full* policies and procedures for protecting children and vulnerable adults and to discuss them with their line manager to make sure they understand them.

Boundaries between staff, volunteers and people on placement, and service users

Staff, volunteers and people on placement are expected to maintain appropriate boundaries in the way they relate to service users. They are expected to understand that sexual relationships and any behaviour which might allow a sexual relationship between themselves and service users is inappropriate, a breach of trust, and an issue that will be dealt with through disciplinary procedures as gross misconduct. This includes relationships with young people over the age of consent, and vulnerable adult service users.

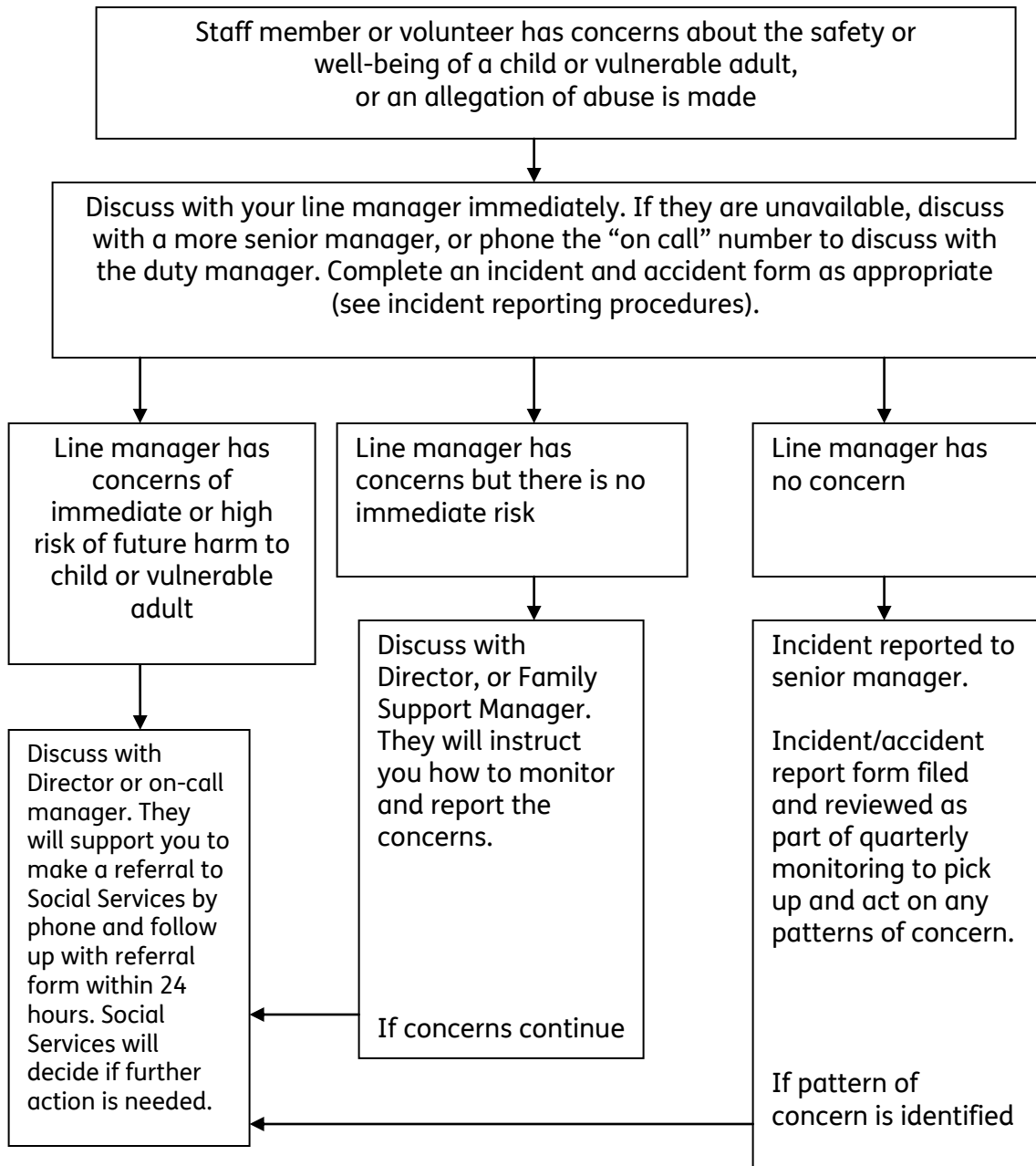
Where a service user appears to be developing or expressing an attraction towards a staff member or volunteer, or where they are displaying inappropriate sexualised behaviour, the staff member or volunteer is expected to report this immediately to their manager and ask for support in dealing with this.

When supporting service users, be aware each individual will have different experiences and understanding of appropriate behaviour. Avoid offending or scaring service users, or setting up situations that are misinterpreted:

- Do not give out personal details such as your phone number or address and never invite service users into your home.
- If you are already friends with a service user or their family then you should seek advice from your supervisor if this is causing difficulties in maintaining appropriate boundaries.
- Do not spend time in isolated places alone with service users, where you cannot be observed by other service users and staff. If you have to be alone in a room with a child or vulnerable adult, the door of the room should be kept open and another member of staff informed.
- Be sensitive about how you touch people, especially if you are providing personal care. If you need to touch a service user eg to meet their care needs or comfort them when distressed, always talk to them. Tell them what you are doing and why. Ask them if it is OK.
- Never make sexually suggestive remarks or jokes or engage in sexually provocative games.
- If a service user behaves towards you in a sexually inappropriate way, ask them to stop, but don't tell them off and don't draw other people's attention to the behaviour. Always report the incident to the member of staff leading the session or a duty manager.
- If you observe *any* adult behaving in a sexually inappropriate way towards a service user you *must* tell a manager and follow Markfield's policy and procedures for protecting children and vulnerable adults.
- Staff should never request that any service user becomes their 'friend' on 'Facebook' or other social networking sites. Staff should decline any invitation from a service user to become their online friend.

For further guidance on protecting children and vulnerable adults from abuse, see Markfield's Policy and Procedures for the Safeguarding of Children and Vulnerable Adults.

What to do if you are worried a child or vulnerable adult is being abused:



Encouraging positive behaviour

Markfield recognises the importance of promoting positive behaviour that allows an atmosphere of mutual respect; supports all who use or work at Markfield to develop cooperative relationships and have a sense of caring and respect for each other; and supports service users to develop social skills, confidence, self discipline and esteem.

To achieve this staff, volunteers and people on placement are expected to work within the following principles:

- All behaviour should be recognised as a means of communication.
- It is essential to think about the reasons and triggers behind particular behaviours, what the person is trying to express, and what they expect to happen as a result of the behaviour.
- Positive behaviours are to be rewarded and reinforced, in a way that is appropriate to the individual, and takes into account their age, level of understanding, and other needs.

All staff, volunteers and people on placement will be given basic induction in promoting positive behaviour and in responding appropriately to behaviour they find challenging, within their induction.

Markfield accepts that sometimes strategies of control and discipline will need to be used to manage behaviour that intimidates or puts the user, staff or other people at risk; or that seriously disrupts sessions and activities. When using these measures staff, volunteers and people on placement are expected to remain calm and respectful; to explain to the service user what control is needed and why; and to feedback to the staff member leading the session what measures they have used. Staff are expected to report any behaviours that are unusual for a particular service user, and not to disregard them as symptomatic of a person's disability. Staff are expected to challenge discriminatory behaviour e.g. racist language, teasing or excluding of disabled people in a way that looks after the person who has been targeted, and allows the other service users to examine the implications of their behaviour.

The following are regarded by Markfield as acceptable strategies for managing behaviour that is challenging

- Changing the environment. Avoiding or removing the service user from the trigger situation.
- Offering suggestions of alternative and more positive behaviours.
- Giving the service user time alone, or with an adult, to think and talk about their behaviour and the consequences ('time out').
- Distraction. Offering alternative activities.
- Avoiding any reaction to the behaviour, where it is safe to do so, and where a reaction is likely to reinforce the negative behaviour.

- Using planned consequences to a negative behaviour eg. removal of particular toy or activity for specific period of time (but **not** removal of someone's "comfort" toy or object).

Physical Restraint

Physical restraint of service users maybe necessary in certain extreme situations where their behaviour poses such an immediate risk to their own or others' health and safety that urgent action must be taken.

For any service user who we have identified as potentially needing to be restrained, a written risk assessment and possibly a behaviour plan will be in place. We will discuss their risk assessment including the possibility that we might need to use physical restraint with their parent / carer. We will record this discussion has taken place on their risk assessment form.

Whenever it has been necessary to use physical restraint it is essential that the Session Leader involved completes an incident form, and the Manager or Session Leader must inform the person's parent/carer about what has happened and inform the Director or safeguarding manager as soon as possible.

*For more detailed guidance please refer to the **Behavior Management Policy***

Unacceptable measures of control and discipline

The following are regarded by Markfield as unacceptable measures of control and discipline.

- *Any* form of physical punishment, eg slapping, hitting, shoving, pushing, restraining as punishment
- Threatening or intimidating behaviour or language
- Language that blames the service user for the behaviour
- Language that is entirely negative and only concentrates on the behaviour and not on solutions
- Humiliating or laughing at someone because of their behaviour
- Leaving or locking a service user in a room alone as punishment
- Withholding food, drink and medicines
- Force feeding
- Fines
- Removal of affection or ignoring the service user as a punishment
- Swearing and shouting at the service user
- Removal of a service user's mobility or communication aids and equipment as a punishment or means of control
- Removal of a service user's "comfort" toy or object as a punishment

Where there is evidence or a concern that a staff member, volunteer or person on placement has used any of these, this will be dealt with through Policy and Procedures for the Safeguarding of Children and Adults or through Markfield's disciplinary procedures, as appropriate.

Never threaten service users with being sent home or excluded from the project. Markfield will only exclude service users in extreme cases and this can only be decided with the agreement of the Director.

Support you may need in managing behaviour you find challenging

Always ask for assistance from a more experienced member of staff if you cannot contain a situation.

Always remember that it is acceptable to leave the situation if you are finding it too difficult or stressful to manage. However, before you leave, it is your responsibility to ensure that you have arranged for another staff member to deal with the situation. If you are **ever** worried that you might lose your temper, you must take yourself away from the situation until you calm down.

If you have found a situation difficult or stressful it is important that you report this to your manager, and have a chance to reflect on it, think about how it has made you feel, and think about what you might be able to do differently in the future. If you cannot do this within the end of session meeting, you should arrange a supervision or other short meeting with your manager as soon as possible.

For further detailed guidance on behaviour management see the Markfield Positive Behaviour Management Policy.

Escorting service users to and from Markfield

Only members of staff who have been specifically inducted in escorting guidelines will do this. Volunteers or people on placement should not escort alone. Escorts will be provided with formal escorting guidelines and pack on each journey.

Escorting duties can only be agreed by the manager or session leader, and escorts should not agree to cover for anyone's escorting duties without the agreement of a manager or session leader.

Travel Training

Travel trainers should ensure they use Markfield phones when training and have their trainee's number on memory as well as on call and manager's extension. The trainer should ensure that a full risk assessment has been conducted prior to starting the training. The trainer should also ensure that the trainee has the escort phone number as well as emergency number, Markfield manager's number and their own home number before setting out. Every Trainee should have the journey risk assessed and an initial assessment pack set up before training has begun. Travel Training should only be conducted by trained staff.

Service users' property

Session staff have responsibility for ensuring that service users find their belongings at the end of a session and take them home with them. All property left behind at the end of a session should be stored in the lost property box in the office opposite reception. If you know who the item belongs to, you must label it with the name of the person and the date left. Staff leading sessions are responsible for ensuring it is returned to the service user.

Sometimes service users may ask you to look after their belongings or money during a session. If this happens, you must hand over the belongings to the person leading the session, who will store it in a locked cabinet in the Projects team office and record who it belongs to.

If a service user or their family offers you a gift, you must always tell your supervisor, Session Leader or other senior manager and discuss whether it is OK to accept it. Generally, you will be advised not to accept any gift worth over £5.

Engaging with parents and visitors

We want Markfield to be a place where parents, carers and visitors feel welcome and at ease. We also want parents and carers to be fully informed and have confidence in the staff and the information we give them. If you greet a parent, carer or visitor at the door:

- Always be warm and welcoming to people.
- Introduce yourself by saying your name and your role in the organisation e.g. sessional worker, trainee, volunteer.
- Ask them their name and who they have come to see.
- Do not allow parents and carers to wander about the building. Always take them to a core member of staff and introduce them.
- Always maintain appropriate boundaries: never ask personal questions and remember the guidance on confidentiality.
- If parents/carers pass on information to you, assure them you will pass it on to the staff member leading the session, and do so as soon as possible.
- If you have information about a service user to pass back to a carer or parent, do so sensitively, and consider the service user's rights to privacy. If

you are unsure whether to pass on information to a parent or carer, discuss this with the leader of the session.

Guidelines for staff, volunteers and people on placement for dealing with complaints and concerns raised informally

- Listen politely. Let the person let off steam.
- Recognise their frustration. Put yourself in their shoes.
- Don't jump to conclusions. Get all the details – when, where, what, why and how of the situation. Take careful notes.
- Confirm that you have understood the complaint accurately by feeding back to the person making the complaint.
- Don't blame anyone. Be ready to apologise “I'm sorry, we made an oversight.....”
- If the complainant has made a mistake, be diplomatic – “We may not have been clear.”
- Don't argue or feel offended. This is a professional not personal issue.
- Find out what the person making a complaint wants from you.
- State clearly what you will do next. If you can't solve the problem there and then, state clearly what you will do next, and agree a time to get back to them.
- If you are unsure what to do, don't make promises you can't keep. Make sure the person knows that you are going to speak to your manager for advice.
- If you are offering a solution make sure the person is happy with this.
- If the person is not happy with the solution, give them details of the formal complaints procedure and reassure them to use this.

If you receive a complaint either verbally or in writing you must follow the Complaints, Compliments and Suggestions Policy and complete a Complaints Report Form, and give this to the Director within 2 working days of the complaint.

The form to log complaints is stored on the system here:
S:\shared\admin\Policy, Procedures, Reporting\Policies, procedures and guidelines\Complaints Policy\Complaints, Compliments and Suggestions Policy

Responsibilities of session leaders and sessional staff

Responsibilities of session leaders:

- Print out copies of the transport list and the session plan before the session starts, so these are ready for drivers and escorts.
- The session plan must make it clear which staff are responsible for which service users on the session, who needs 1:1 support, and which service users have an individual risk assessment in place.
- If any staff allocated to give 1:1 support are escorting, driving, state on session plan who will cover their duties if the bus is delayed.
- Put the copies of the session plan on the spare desk in the projects office – enough copies for all staff and volunteers working on the session.
- Session Leaders should be available for escorts, drivers and sessional staff to speak to before the session starts, so they can ask any questions.
- Put a copy of the session plan in the session folder.
- Make sure that the session folder contains Child Information Forms/Adult User Plans for all service users, and copies of any individual risk assessments that are in place. Risk assessments are to be printed on yellow paper to make them stand out in the file.
- Carry out Health and Safety check before the session.
- Before the start of the session put the session folder in a place where staff can access it and they know where it is. (For children and youth sessions: on top of the piano in the main hall. For adults sessions: on the café bar on 1st floor). For children's sessions, once service users have arrived, the file can be taken to the room adjoining the playground.
- Complete the register straight away when service users arrive.
- Ensure that incident and accident forms are completed as necessary.

Responsibilities of sessional staff:

- Arrive on time for sessions
- When you arrive, get a copy of the session plan from the spare desk or coffee bar in the projects office and read it (escorts/drivers take the session plan with you on the pick-up run). If there is anything in the plan that is not clear, ask the Session Leader about it.
- Escorts: please feedback to the Session Leader all relevant information re bus runs: eg. changes in phone numbers, problems with parents/carers not following procedures.
- If you are working with a service user that you have not worked with before, read their Child Information Form/Adult User Plan, and any individual risk assessment (these will be in the session folder).
- If you are working with a service user who needs 1:1 support, and you need to leave the floor during the session for any reason, even for a short amount of time, make sure that you handover responsibility for looking after the service user to another staff member.