



What the Code of Conduct means for you

A guide for users of services, patients, carers, families and the general public about the Code of Conduct Healthcare Support Workers and Adult Social Care Workers in England

A code of conduct is in place for Healthcare Support Workers and Adult Social Care Workers in England. It can be found here on the [Skills for Health website](#) and on the [Skills for Care website](#).

What does it do?

The code of conduct sets out the minimum requirements of how Healthcare Support Workers and Adult Social Care workers should behave at work.

It is in place to help them to provide safe, effective and compassionate healthcare, care and support to you and your family. Every healthcare support worker and adult social care worker should treat you with dignity and respect.

What are the standards?

The Code of Conduct contains seven standards:

As a Healthcare Support Worker or Adult Social Care Worker in England you must:

1. be accountable by making sure you can answer for your actions or omissions
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
3. work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support
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
5. r H V S H F W D S H U V R Q ¶ V U L J K W W R F R Q I L G H Q W L D O L W \
6. strive to improve the quality of healthcare, care and support through continuing professional development
7. uphold and promote equality, diversity and inclusion.

Each standard within the Code of Conduct is further explained by a series of guidance statements. If you want to see these please use the link at the top of the page to view the full document.

Who is it for?