Professionalism Policy

PRN-105: Professionalism Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to delivering companionship services with the highest standards of professionalism, integrity, and ethical conduct. Professionalism is essential in safeguarding vulnerable adults, disabled individuals, and children, and in maintaining trust, safety, and organisational credibility.

This policy outlines the behaviours, expectations, and standards required of all staff, including employees, volunteers, contractors, agency workers, and zero-contract workers (**PRN-149**).

2. Key Principles

- **Integrity:** Staff act honestly, ethically, and transparently.
- **Respect:** All individuals are treated with dignity and courtesy.
- **Boundaries:** Professional limits protect service users and staff.
- **Reliability:** Staff are punctual, consistent, and dependable.
- **Safety:** Professionalism includes safeguarding awareness and safe conduct.
- **Competence:** Staff maintain skills, training, and continuous improvement.
- **Representation:** Staff uphold the reputation and values of CAREHOPES.

3. Policy Statement

CAREHOPES requires all staff to demonstrate professionalism at all times. Staff must:

- Communicate respectfully
- Maintain confidentiality
- Follow safeguarding procedures
- Uphold professional boundaries

- Present themselves appropriately
- Use organisational systems responsibly
- Report concerns immediately
- Maintain emotional intelligence and self-control

Staff must **not**:

- Engage in inappropriate behaviour
- Form personal or romantic relationships with service users
- Share personal contact details
- Accept inappropriate gifts
- Use offensive language
- Breach confidentiality
- Act in ways that compromise safety

4. Purpose

- Define professionalism standards
- Protect service users from harm
- Strengthen organisational culture
- Support safe, ethical companionship practice
- Ensure consistent behaviour across the workforce
- Promote trust and confidence in the service

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers professionalism in:

- Private homes

- Community settings
- Digital environments
- Transport
- Overnight companionship
- Holiday companionship

6. Related Policies (Selected ONLY from relevant categories)

Conduct, Ethics & Behaviour

- **PRN-014** Code of Conduct Policy
- **PRN-015** Code of Ethics
- **PRN-099** Professional Boundaries Policy
- **PRN-004** Anti Harassment & Anti Discrimination Policy
- **PRN-030** Dignity and Respect Policy
- **PRN-105** Anti-Bribery Policy
- **PRN-106** Anti-Fraud Policy

Safeguarding & Protection

- **PRN-003** Adult Safeguarding Policy
- **PRN-136** Safeguarding Children Policy
- **PRN-144** Child Abuse Policy
- **PRN-116** Domestic Abuse Policy
- **PRN-131** Prevent Duty Awareness Policy
- **PRN-056** Mental Capacity Act Policy
- **PRN-070** Safeguarding Reporting and Escalation Procedure

Human Resources & People Management

- **PRN-065** Recruitment and Selection Policy
- **PRN-125** Induction Policy
- **PRN-081** Supervision and Appraisal Policy
- **PRN-115** Disciplinary Policy
- **PRN-124** Grievance Policy

- **PRN-132** Probation Policy
- **PRN-149** Zero Contract Policy

Operational Delivery

- **PRN-109** Companionship Standards Policy
- **PRN-017** Companion Charter
- **PRN-018** Companion Completion Checklist

Digital & Information Governance

- **PRN-112** Data Protection and GDPR Policy
- **PRN-023** Confidential Information Management Policy
- **PRN-024** Confidentiality Policy
- **PRN-049** Information Governance and Cyber Security Policy

7. Definitions

Professionalism: Behaviour that reflects competence, respect, integrity, and adherence to organisational standards.

Boundaries: Limits that protect service users and staff from inappropriate relationships or behaviour.

Conduct: Actions and behaviour demonstrated by staff in all settings.

8. Professional Behaviour Expectations

8.1 Communication

Staff must:

- Speak respectfully
- Use clear, appropriate language
- Avoid slang, offensive terms, or inappropriate jokes
- Maintain calm tone even in challenging situations

8.2 Appearance

Staff must:

- Present themselves neatly
- Wear appropriate clothing
- Avoid clothing that is revealing or unsafe

8.3 Reliability

Staff must:

- Arrive on time
- Honour commitments
- Communicate delays promptly

8.4 Respect

Staff must:

- Respect cultural, religious, and personal differences
- Avoid judgemental behaviour
- Promote dignity at all times

8.5 Emotional Intelligence

Staff must:

- Manage emotions professionally
- Avoid reacting impulsively
- Maintain composure in conflict

9. Professional Boundaries

Staff must **not**:

- Share personal contact details
- Form personal, romantic, or sexual relationships
- Accept large or inappropriate gifts
- Provide financial assistance
- Engage in physical affection beyond safe reassurance
- Attend service users' private events unless authorised
- Use social media to contact service users

Boundaries protect both staff and service users.

10. Digital Professionalism

Staff must:

- Use organisational communication channels

- Avoid sharing personal information online
- Maintain confidentiality
- Follow cyber security procedures
- Avoid connecting to unsafe Wi-Fi networks

11. Professionalism in Different Settings

11.1 Private Homes

- Maintain respect for the home
- Avoid touching personal items unnecessarily
- Follow safety procedures

11.2 Community Settings

- Maintain appropriate behaviour in public
- Avoid discussing confidential information

11.3 Overnight Companionship

- Maintain boundaries
- Ensure safe sleeping arrangements
- Avoid inappropriate familiarity

11.4 Holiday Companionship

- Maintain professionalism during travel
- Avoid informal behaviour that compromises boundaries

12. Safeguarding Considerations

Unprofessional behaviour may indicate:

- Boundary violations
- Abuse
- Neglect
- Exploitation
- Radicalisation
- Domestic abuse

Concerns must be reported immediately.

13. Reporting Professionalism Concerns

Staff must:

- Inform the office immediately
- Document concerns factually
- Report safeguarding risks
- Cooperate with investigations

14. Training Requirements

Staff must receive training in:

- Professional conduct
- Emotional intelligence
- Safeguarding
- Boundaries
- Digital professionalism
- Cultural competence

15. Documentation & Record Keeping

Records must include:

- Professionalism concerns
- Actions taken
- Safeguarding escalations
- Training completion

Records must be stored securely.

16. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Workforce feedback