



Introduction

Anybody working directly or indirectly with Abbeyfield The Dales makes a valuable and important contribution to the delivery of high quality housing and care services to our residents.

By being part of Abbeyfield The Dales, we sign up to behave in the Abbeyfield way. Abbeyfield's vision, mission, and values guide our way of working to ensure we have a positive impact on each other and on our culture.

To achieve our charitable ambition, we must uphold our values all the time, encourage everyone to join in, and challenge those that do not adhere to how Abbeyfield The Dales employees are expected to behave.

These values apply at every level – individual, team, organisation – and cover all working relationships with each other, workers, volunteers, trustees, residents, neighbours, regulators, suppliers, competitors and the broader community.

Adhering to the Abbeyfield The Dales values ensures we follow the Codes of Conduct for Healthcare Support workers, Adult Care workers and Housing Professionals, these promote out the ethical and professional attitudes and behaviours expected of those working in the housing and care sector. Our aim is to emulate the Nolan principles of those working in public office.

Purpose

This Code is based on the principles of protecting colleagues and residents by promoting best practice. It ensures we all work to a common standard, providing high quality services and support in a compassionate and caring way. It describes the standards of conduct, behaviour and attitude that we all expect.

Everyone is responsible for and has a duty of care to ensure that our conduct remains at or above the standards detailed in this Code.

How does the Code help you as an Abbeyfield The Dales colleague?

Following the guidance set out in this Code of Conduct gives us the reassurance that we are supporting the right culture to provide services of a high standard, and the confidence to challenge others who are not.

It provides a set of clear standards, so you:

- Are sure of the standards you are expected to meet.
- know whether you are working to these standards, or if you need to change the way you are working.
- identify areas for continuing professional development.
- fulfil the requirements of your role, behave correctly and always do the right thing.
- Protect colleagues, residents and the public from harm.

How does the Code help our residents?

The Code informs our residents and the public exactly what they should expect from anybody working at Abbeyfield The Dales. The Code aims to give residents the confidence that they will be treated with dignity, respect and compassion always.

How does this Code help Abbeyfield The Dales

The Code makes it clear what standards Abbeyfield The Dales expects of anybody working directly or indirectly for us. If there are people who do not meet these standards, it will help to identify them and provide the right strategies, including providing feedback, support and development to disciplinary, to abide by our behaviours.

Abbeyfield Vision and Mission

Our **Vision** is for “a world that ends loneliness in later life”.

Our **Mission** is to “enhance the quality of life for older people”.

We form a community of residents and neighbours, trustees, employees, volunteers and partners, working together to make a difference to people in our neighbourhoods and society.

What do we expect from you

Anybody working directly or indirectly with Abbeyfield The Dales is expected to behave according to our values, the Nolan Principles, and the care and housing code of conduct.

Abbeyfield Values

Our values capture the way we wish to work together and communicate with each other and indicate how we all behave as individuals, as a charity and as an organisation.

- **Openness**

Openness means that as an organisation we encourage and support new ideas from our residents, volunteers and staff, by learning through discussion we appreciate each other’s differences and will adopt suggestions, which improve the service that Abbeyfield provides. We will be open to change, will seize opportunities that allow us to continue working towards our mission.

- **Honesty**

Honesty means that we will each work in an ethical way. As individuals, we will each lead by example in order that residents, volunteers and staff will have confidence in the integrity of Abbeyfield.

- **Respect**

Respect is something we understand we must earn. We earn it not only by valuing each other as individuals and valuing each other’s views, beliefs and background, but also by working hard to develop relationships with our residents, volunteers, staff and the communities in which we operate. We act in a respectful way towards each other; honouring the commitments and promises, we have made to each other.

- **Caring**

Caring means that the wellbeing of our residents is central to everything we do, and that every individual will be treated with dignity and respect. It also embraces our staff and volunteers by learning and supporting each other.

These values apply to everyone in all interactions and are central to attracting, recruiting and retaining staff and volunteers. They are instrumental in performance reviews, training and development.

All leaders have a responsibility to identify when colleagues are not behaving in the Abbeyfield The Dales way and demonstrate derailing behaviours. They should work with the individual to identify the right strategy to support adherence to our behaviours.

The Nolan Principles

Alongside our values sit the Nolan Principles, also known as the Seven Principles of Public Life, which are a set of ethical standards that guide the behaviour and decision-making of individuals, and these are particularly relevant to all of us in Abbeyfield The Dales. These principles are crucial in ensuring that we all act with integrity, transparency, and accountability, to foster a safe and trustworthy environment for our residents. The seven principles are as follows:

- **Selflessness:** In Abbeyfield, selflessness means that all decisions and actions taken by everyone (whatever their role) should prioritise the well-being and interests of the residents over any personal gain. This ensures that the service provided is genuinely in the best interest of those we look after.
- **Integrity:** This involves maintaining moral and ethical standards, ensuring that we do not allow any personal relationships or financial incentives to influence us when we carry out our duties. This principle is vital for maintaining trust between residents, their families, colleagues, and other stakeholders.
- **Objectivity:** Objectivity requires that decisions related to the service provided and the management of each property is based on evidence, merit, and fairness. This includes fair recruitment practices, impartial assessment of resident needs, and unbiased handling of complaints or concerns.
- **Accountability:** Being accountable means all actions and decisions are open to scrutiny by residents, families, senior management, regulatory bodies like the CQC, and the wider public. It involves being answerable for the quality of service and care provided and for the transparent and careful management of resources.
- **Openness:** In Abbeyfield we will always be transparent in how decisions are made and how services and care is delivered. This means clear communication with residents and their families about services provided (and that will not be provided), care plans, policies, and any changes that might affect them. This transparency helps build trust and confidence between us and those we serve.
- **Honesty:** Being honest requires all communications and actions are truthful and straightforward. This is crucial in maintaining the integrity of the service you provide and Abbeyfield the Dales. This is especially important when dealing with sensitive issues and other matters that are important to resident and staff alike.
- **Leadership:** Leadership in this context means setting an example by upholding these ethical standards in all aspects of the service we deliver (irrespective of the role you perform). As an employee of Abbeyfield The Dales demonstrating leadership involves not only adhering to these principles personally but also supporting a culture where everyone is encouraged and expected to do the same.

Housing and care code of conduct

On top of our behaviours our staff are expected to adhere to the National Housing Federation Code of Conduct, and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England which include:

- Acting in the best interests of the housing association and its residents: you have a responsibility to carry out your role in line with the social purposes of the association.
- Conducting yourself professionally and treating others well: professionalism, consideration and respect for others, and a commitment to the principles of equality, diversity and inclusion, are fundamental to the delivery of social purpose.

- Behaving with integrity: the reputation and good name of the association depends in part on compliance with their Code, and with the laws, policies and procedures that it refers to. The integrity of those involved needs to be beyond doubt, and seen so to be.
- Protecting yourself, others and the environment: you have a responsibility to protect your own health, safety, security and wellbeing and that of others, and, where reasonable, to make the most positive possible environmental impact.
- Be accountable by making sure you can answer for your actions or omissions.
- Always promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services, and including their carers.
- Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
- 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.
- Respect a person's right to confidentiality.
- Strive to improve the quality of healthcare, care and support through continuing professional development.
- Uphold and promote equality, diversity and inclusion.

As part of any induction and included within our performance process leaders are responsible to ensure staff have read the Code of Conduct and adhere to its principles and direction.

For further information you can access the Codes of Conduct for [Healthcare Support Workers and Adult Care workers](#) and [Housing Professionals](#).