CPR Code of Practice & Conduct 2023

For Registered Care Professionals (RCPs)

Introduction

This Code of Practice & Conduct outlines the professional standards expected of **Registered Care Professionals (RCPs)** on the Care **Professional Register (CPR)**. It provides a framework for ethical and professional conduct in social care, ensuring high-quality service delivery.

The **CPR**, launched on **1st September 2023**, aims to raise the status of social care professionals. This code should be used alongside the **CPR Values Statement** and employer policies to guide best practices. Employers should also support workers in adhering to these standards.

In cases of misconduct, the CPR will refer to this code when considering appropriate action.

Note: In **Scotland, Northern Ireland, and Wales**, care workers must register with their national Care Regulator. It is the responsibility of individual care workers to ensure compliance.

What the Code Means for You

- **For RCPs**: A guide to expected professional conduct and a tool for self-assessment and continuous improvement.
- **For Employers**: A benchmark for regulating workforce conduct and maintaining high standards in social care.
- **For Service Users & the Public**: A reference for understanding the behaviour and standards expected of RCPs.

Self-Employed Care Professionals

The term *self-employed* refers to private care professionals, micro-enterprises, personal assistants, and live-in care professionals who operate independently.

Self-employed care professionals should use this code to maintain high standards in service delivery and business operations. However, this document does not dictate business management practices.

Regulatory Compliance

If your services fall under **regulated activities** (e.g., personal care), you must comply with relevant regulations:

- **England**: Care Quality Commission (CQC)
- **Wales**: Care Inspectorate Wales
- **Scotland**: Scottish Social Services Council
- **Northern Ireland**: Northern Ireland Social Services Council

It is your responsibility to ensure compliance.

Disclosure & Barring Service (DBS)

Anyone providing care and support services must have an **up-to-date and clear Enhanced DBS check**, which is also a **requirement for CPR registration**

Tax & Legal Responsibilities

- **HMRC Compliance**: Self-employed professionals must fulfil tax and National Insurance obligations.
- **Right to Work**: You must have legal authorisation to work in the UK. Check your status at **www.gov.uk**.

Code of Practice & Conduct

1. Protect the Rights and Interests of Service Users

- Treat each person with dignity, respect, and as an individual.
- Support service users in making informed choices about their care.
- Promote equality, inclusion, and cultural diversity.

2. Build Trust and Maintain Professional Integrity

- Be honest, reliable, and transparent in communication.
- Respect confidentiality and explain data protection policies clearly.
- Honour work commitments and disclose conflicts of interest.
- Avoid accepting gifts or money where it could lead to conflicts.
- Never discuss private matters of service users inappropriately.

3. Promote Independence While Ensuring Safety

- Encourage service users to make independent choices.
- Challenge and report unsafe, abusive, or discriminatory practices.
- Follow health and safety procedures and report any concerns to appropriate authorities.
- Assist service users in making complaints and ensure they are taken seriously.

4. Respect Service Users' Rights While Managing Risk

- Recognise service users' right to take risks while ensuring their safety.
- Conduct and follow risk assessments to prevent harm.
- Inform relevant authorities when risks are identified.

5. Maintain Public Trust in Social Care Services

You must not:

- Abuse, neglect, or exploit service users or colleagues.
- Breach trust or misuse personal information.
- Develop inappropriate personal relationships with service users.
- Engage in unlawful discrimination or condone such behaviour.

- Act in a way that brings the profession or the VCPR into disrepute.

6. Maintain Professional Competence & Accountability

- Work within relevant legal and professional standards.
- Keep accurate records and report any difficulties that may affect performance.
- Seek guidance when unsure about work-related matters.
- Respect colleagues and collaborate with professionals from other sectors.
- Take responsibility for delegated tasks and ensure proper supervision.
- Pursue ongoing professional development and contribute to the training of others.

7. Maintain Professional Boundaries & Ethical Conduct

- Maintain appropriate **professional relationships** with service users.
- Set clear **boundaries** to prevent emotional over-involvement or dependency.
- **Use social media responsibly**, avoiding breaches of confidentiality or professional integrity.

8. Digital & Data Protection Responsibilities

- Adhere to **GDPR regulations** when handling service users' personal data.
- Ensure **secure record-keeping** for both digital and physical records.
- Never share confidential information via **unsecured channels** (e.g., personal email or social media).

9. Safeguarding Responsibilities

- **Report any suspicion of abuse, neglect, or exploitation** immediately.
- **Follow whistleblowing procedures** to report unsafe or unethical practices without fear of retaliation.
- Work proactively with safeguarding agencies to protect service users.

10. Mental Health & Wellbeing of Care Workers

- Recognise and address **burnout, stress, and emotional challenges** in social care.
- Seek **support** when needed and encourage a healthy work-life balance.
- Employers should provide access to **mental health resources** and employee assistance programs.

11. Sustainability & Environmental Responsibility *(if applicable to your organisation)*

- **Reduce waste** in care settings, such as sustainable PPE disposal and paperless records.
- Promote **energy-efficient** practices where possible.
- Encourage **sustainable transport options** for home care workers.

Compliance and Enforcement

The CPR expects registrants to uphold this code. Employers are encouraged to integrate these standards into their governance policies. Failure to comply may result in **disciplinary action** or **removal from the register**.

Final Thoughts

This code is designed to support RCPs in delivering **high-quality, ethical, and professional care**. By adhering to these principles, you contribute to the **trust, safety, and dignity** of those receiving care.

For further guidance, please consult your employer's policies or the **CPR Values Statement**.