
Employer Insights webinar

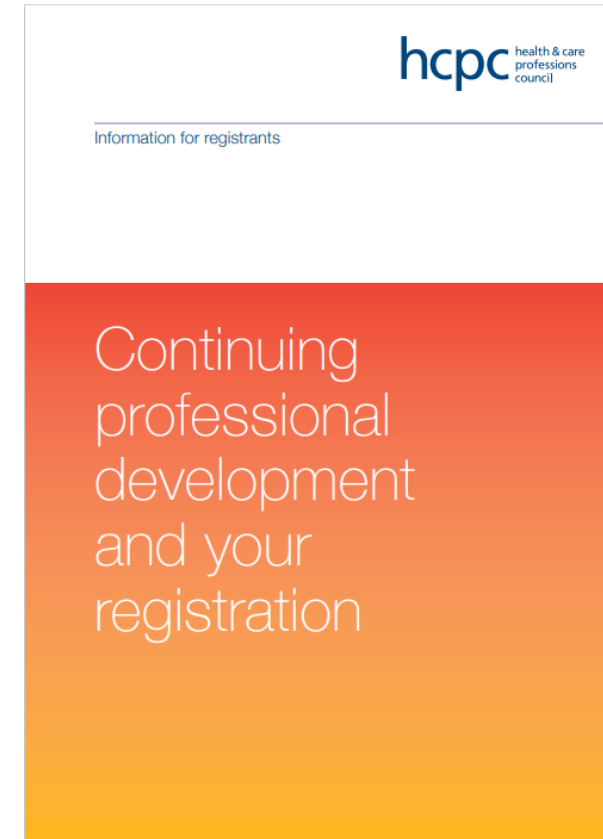
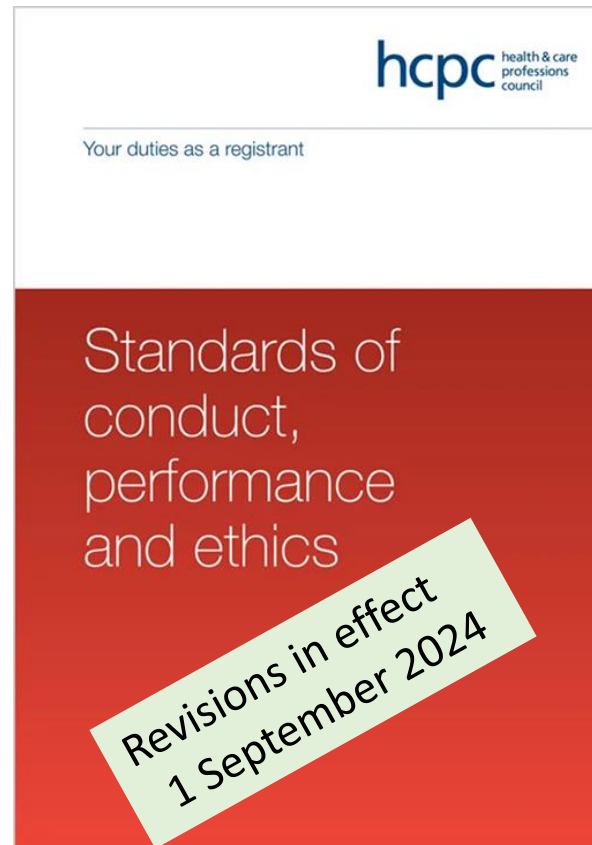
Professional Liaison Service

Introducing the revised standards of conduct performance and ethics

Fiona Campbell, Professional Liaison Consultant, Scotland

HCPC standards

Professional Liaison Service



Standards of conduct, performance and ethics

Professional Liaison Service

High level framework

Not prescriptive

Provide autonomy and flexibility

Professional judgement required

hcpc health & care
professions
council

Your duties as a registrant

Standards of
conduct,
performance
and ethics

Belong to registrants

Support HCPC registration
decisions

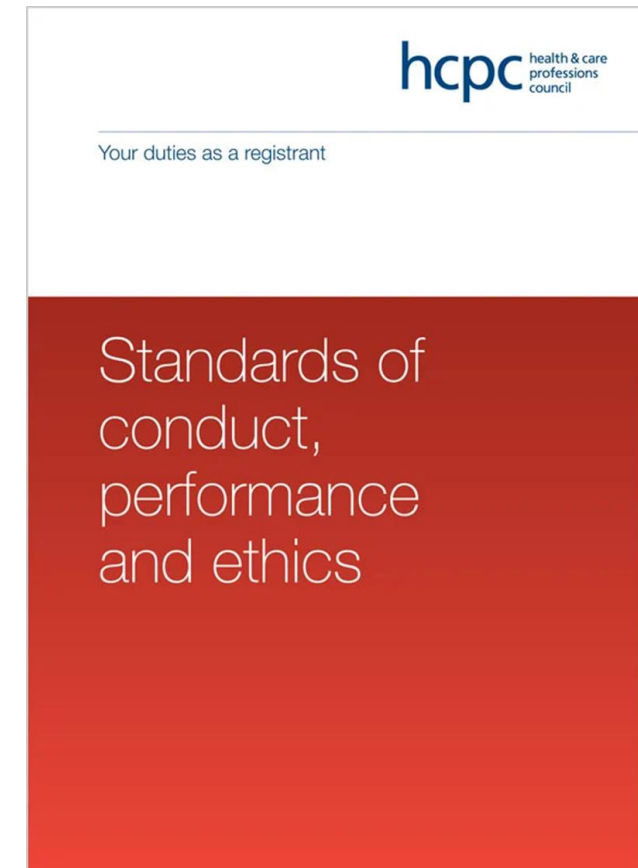
Support how HCPC deals with
concerns

Outline public expectations

The ten standards

- 1 Promote and protect the interests of service users and carers
- 2 Communicate appropriately and effectively
- 3 Work within the limits of your knowledge and skills
- 4 Delegate appropriately
- 5 Respect confidentiality
- 6 Manage risk
- 7 Report concerns about safety
- 8 Be open when things go wrong
- 9 Be honest and trustworthy
- 10 Keep records of your work

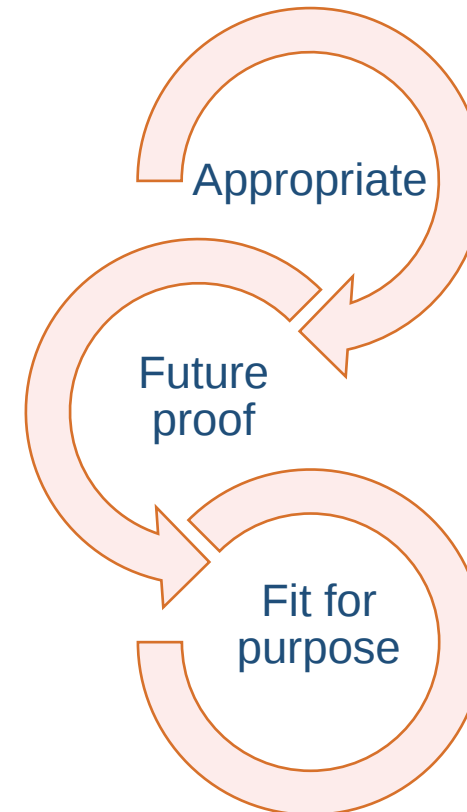
Professional Liaison Service



Which standards have *not* changed?

Professional Liaison Service

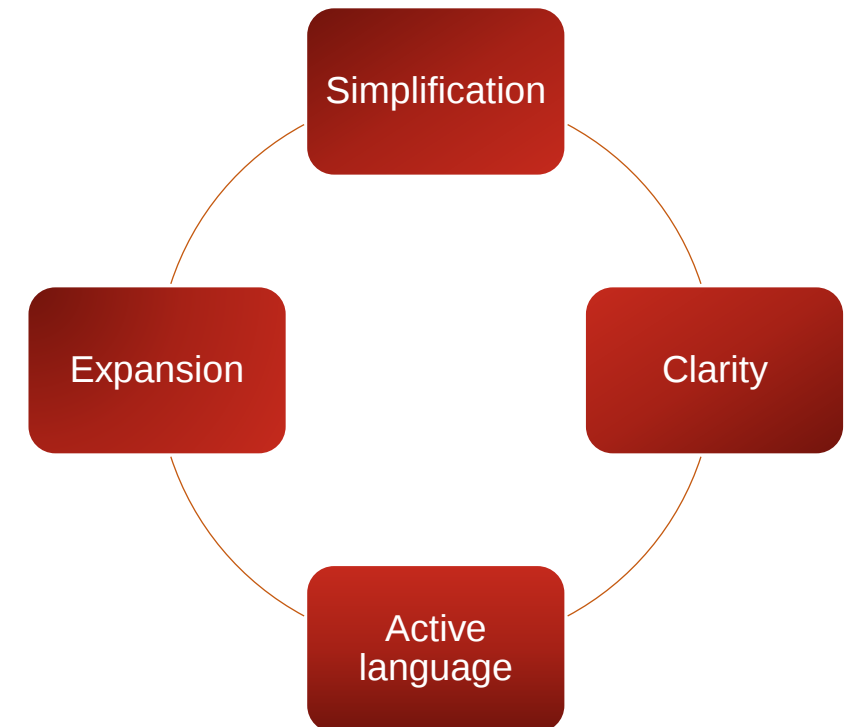
- 4 Delegate appropriately
- 5 Respect confidentiality
- 9 Be honest and trustworthy
- 10 Keep records of your work



Which standards have been revised?

Professional Liaison Service

- 1 Promote and protect the interests of service users and carers
- 2 Communicate appropriately and effectively
- 3 Work within the limits of your knowledge and skills
- 6 Manage risk
- 7 Report concerns about safety
- 8 Be open when things go wrong



1

Promote and protect the interests of service users and carers

1.1 to
1.3

Treating service users and carers with respect

1.4

Making sure you have consent

1.5 to
1.7

Challenging discrimination

1.8 to
1.12

Maintaining professional boundaries

1

Promote and protect the interests of service users and carers

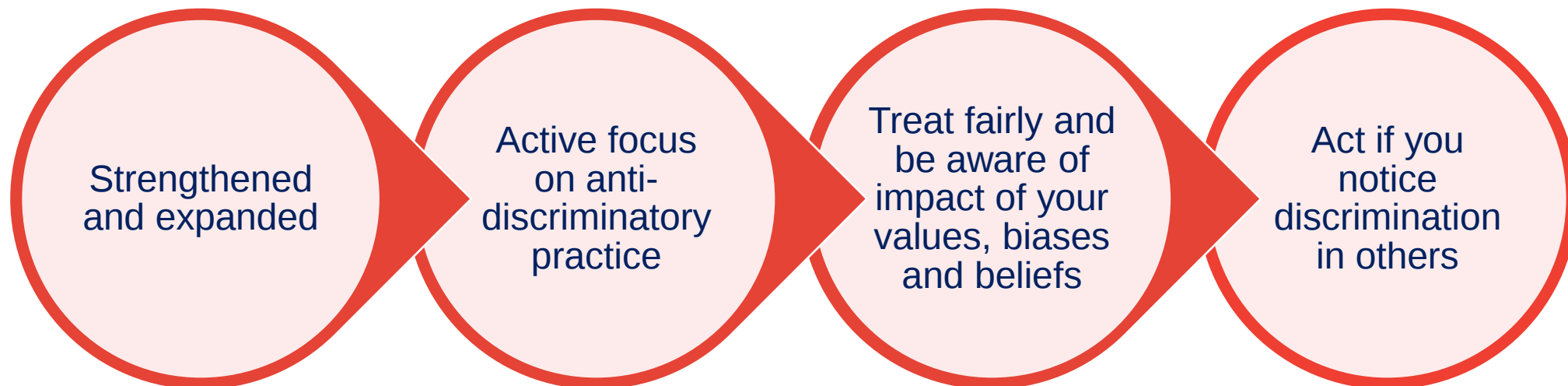
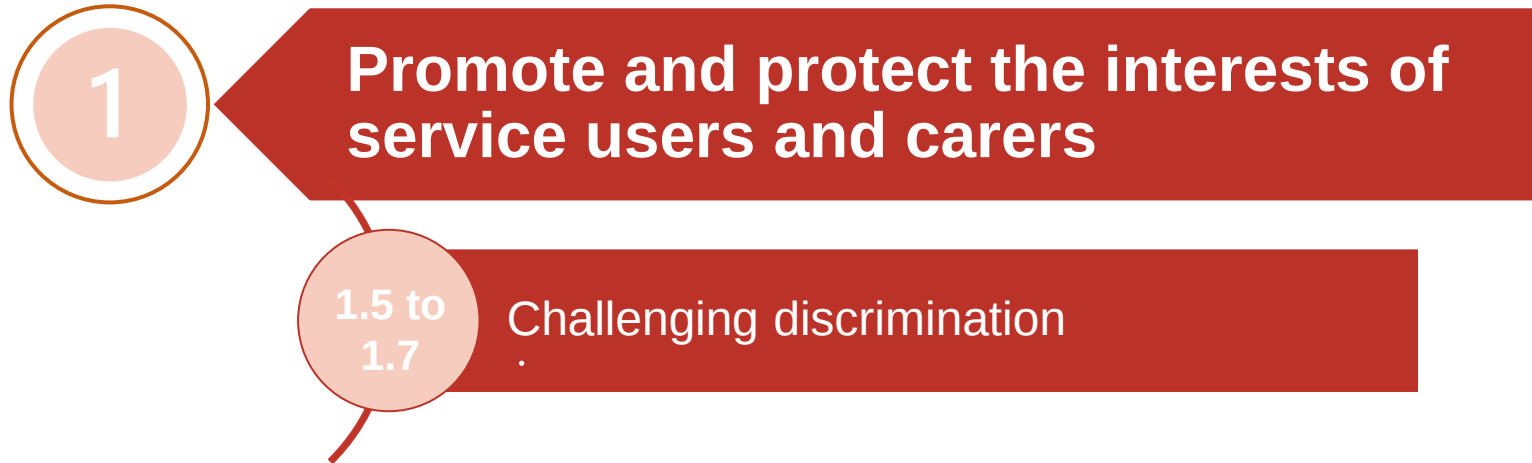
1.1 to
1.3

Treating service users and carers with respect

1.4

Making sure you have consent

- Requirement to 'empower and enable service users to play a part in maintaining own health and wellbeing
- Emphasises registrant role in enabling informed consent
- Valid consent should be voluntary, informed and based on capacity



1

Promote and protect the interests of service users and carers

1.8 to
1.12

Maintaining professional boundaries

Responsibility
for maintaining
appropriate
boundaries with
service users,
carers and
colleagues

Expansion
to require
consideration
of power
differentials
and trust

Language is
action based

1

Promote and protect the interests of service users and carers

1.8 to
1.12

Maintaining professional boundaries

NEW 1.8 You must consider the potential impact that the position of power and trust you hold as a health and care professional may have on individuals when in social or personal settings.



NEW 1.9 You must take action to set and maintain appropriate professional boundaries with service users and/or carers and colleagues.



NEW 1.10 You must use appropriate methods of communication to provide care and other services related to your practice



NEW 1.11 You must ensure that existing personal relationships do not impact professional decisions.



NEW 1.12 You must not abuse your position as a health and care practitioner to pursue personal, sexual, emotional or financial relationships with service users and/or carers, or colleagues.

2

Communicate appropriately and effectively

2.1 to
2.5

Communicate with service users and carers

2.6 to
2.9

Communicate with colleagues

2.10 to
2.12

Social media and networking sites

- Requirement to communicate responsibly regardless of whether you are communicating with service users, carers or colleagues
- Requirement extends beyond in person communication and covers any communication that occurs on social media and networking sites
- Stronger requirement to support a person's language and communication needs by taking practical steps to meet these needs.

2

Communicate appropriately and effectively

2.6 to
2.9

Communicate with colleagues

2.6 You must work in partnership with colleagues, sharing your skills, knowledge and experience where appropriate, for the benefit of service users and carers.



2.7 You must share relevant information, where appropriate, with colleagues involved in the care, treatment or other services provided to a service user.



NEW 2.8 You must treat your colleagues in a professional manner showing them respect and consideration.



NEW 2.9 You must use all forms of communication with colleagues and other health and care professionals responsibly including media sharing networks and social networking sites.

2

Communicate appropriately and effectively

2.10 to
2.12

Social media and networking
sites

Responsible
use

Reasonable
checks to
ensure
accuracy of
information

Ensure
information
does not
mislead the
public

Maintain
professional
boundaries at
all times

Protect
service user
and carer
privacy



Work within the limits of your knowledge and skills

Keep within your scope of practice

- You must only practise in the areas where you have the appropriate knowledge, skills and experience to meet the needs of a service user safely and effectively
- You must undertake additional training to update your knowledge, skills and experience if you wish to widen your scope of practice
- You must refer a service user to an appropriate practitioner if the care, treatment or other services they need are beyond your scope of practice. This person must hold the appropriate knowledge, skills and experience to meet the needs of the service user safely and effectively



- No changes to identifying and minimising risk (6.1 and 6.2)
- Registrants remain required to take all reasonable steps to reduce risk to service users, carers and colleagues

- Further clarification that there is no need to stop practising because you have a physical and/or mental health condition
- Adjustments to practice only required when health will detrimentally impact on safe practice
- Recognise registrants may not always have capacity to assess their own health
- Option introduced in standards to ask another professional to make this assessment



7.5

NEW

You must raise concerns regarding colleagues if you witness bullying, harassment or intimidation of a service user, their carer or another colleague. This should be done following the relevant procedures within your practice or organisation and maintaining the safety of all involved.

8

Be open when things go wrong

8.1 to
8.2

Openness with service users

8.3 to
8.4

Deal with concerns and complaints

Detailed
process
outlined in 8.1

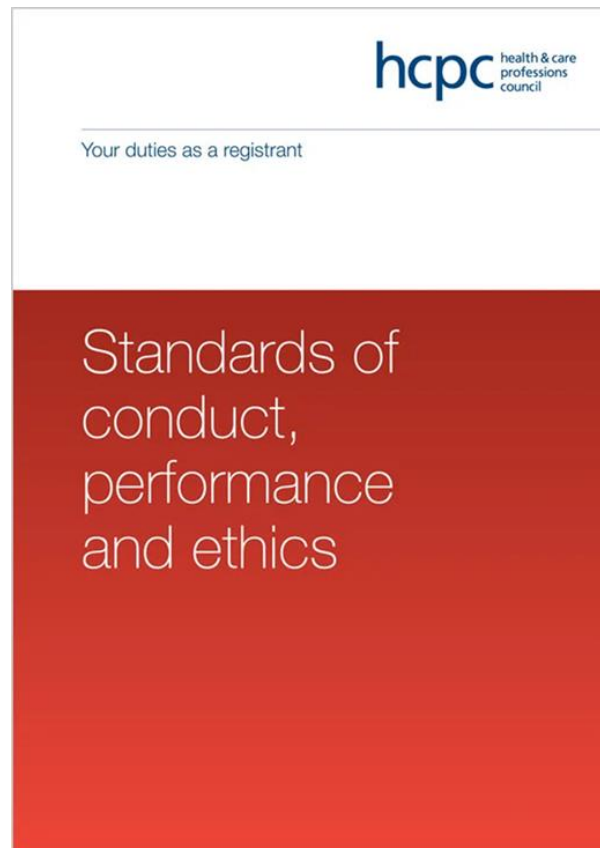
Emphasis on
following
employer
internal
procedures

Separated the
requirement
to apologise
(8.2)

No changes
to standards
on dealing
with concerns
and
complaints

Suggestions for employers

Professional Liaison Service



Starting the
conversation

One standard at
a time

Empower and
encourage

Reflect on your
culture

Employer insights webinar programme 2024

Professional Liaison Service

Introducing the revised standards of conduct, performance and ethics	19 June	13:15
Supporting employees through preceptorship	11 September	13:15
Are you really listening?	01 October	16:00
Just a learning culture	24 October	13:15
Boundaries matter: challenging sexual misconduct (part 1)	13 November	13:15
Boundaries matter: challenging sexual misconduct (part 2)	04 December	13:15



#myHCPCstandards webinar programme 2024

Professional Liaison Service

'Send to all!': challenges and opportunities of social media	25 June	13:00
	26 September	16:00
Getting it right when things go wrong	16 September	16:00

