



## Target Audience

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Care, Support staff, Practice Managers, Housing and Support teams including Team Leaders, Deputy Managers and Managers who are working in a variety of settings.

For staff to work positively and constructively they need to have a good understanding of the boundaries the Housing, Health and Social Care sector require of them. Both Government and individual organisations have expectations of standards that everyone working within this sector need to be aware of and practice. This course will provide the knowledge required to work to, and within, these boundaries.

**This course is delivered using a range of methods and resources including:**

- ◆ Live tutor facilitation, interactive polls, questionnaires, scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ General Data Protection Regulation 2018
- ◆ Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England

## Course Content

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- ◆ The difference between a working relationship and a personal relationship
- ◆ Putting Professional Boundaries principles into practice
- ◆ Maintaining clear and appropriate boundaries
- ◆ Duty of Care and how this can impact own roles
- ◆ Code of Conduct, Job Descriptions & Policies and Procedures
- ◆ Unprofessional Conduct
- ◆ Dealing with Concerns and Complaints
- ◆ Professional boundaries and social media

## Learning Outcomes

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**After attending this course, learners will be able to:**

- ◆ Explain how a working relationship is different from a personal relationship
- ◆ Explain how to put professional boundaries into practice
- ◆ Describe how to maintain clear and appropriate boundaries
- ◆ Explain the Duty of Care and how this can impact own roles
- ◆ Describe how the Code of Conduct, Job Descriptions & Policies and Procedures impact professional boundaries and how to ensure that these are adhered to
- ◆ Explain unprofessional conduct and how it impacts a business
- ◆ Identify how to deal with concerns and complaints in a professional manner
- ◆ Describe the risks associated with professional boundaries and social media

**Duration: 6 Hours**