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Employer Insights webinar

Professional Liaison Service

# Introducing the revised standards of conduct performance and ethics

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## HCPC standards

Professional Liaison Service

hcpc health & care  
professions  
council

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Standards of proficiency

Biomedical  
scientists

hcpc health & care  
professions  
council

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Your duties as a registrant

Standards of  
conduct,  
performance  
and ethics

Revisions in effect  
1 September 2024

hcpc health & care  
professions  
council

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Information for registrants

Continuing  
professional  
development  
and your  
registration

## Standards of conduct, performance and ethics

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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

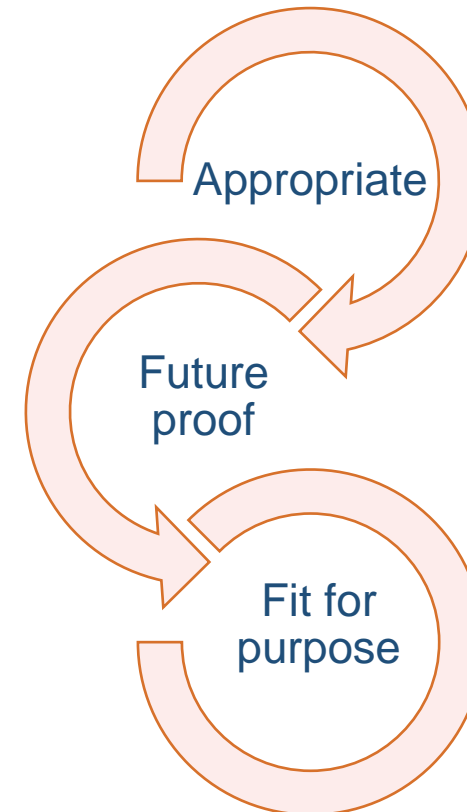
- 1 Promote and protect the interests of service users and carers
- 2 Communicate appropriately and effectively
- 3 Work within the limits of your knowledge and skills
- 4 Delegate appropriately
- 5 Respect confidentiality
- 6 Manage risk
- 7 Report concerns about safety
- 8 Be open when things go wrong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

Standards of  
conduct,  
performance  
and ethics

## Which standards have *not* changed?

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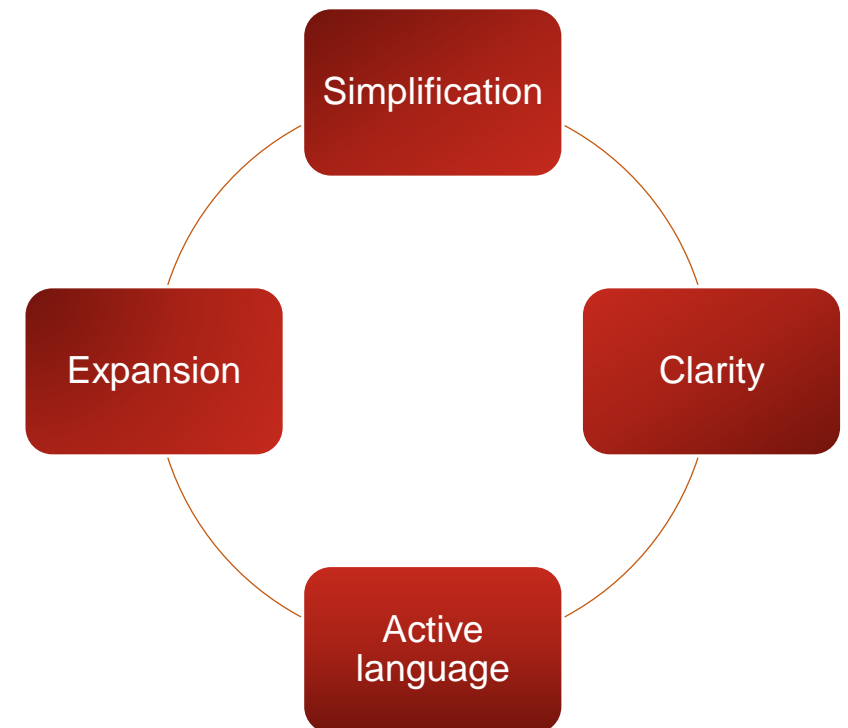
- 4 Delegate appropriately
- 5 Respect confidentiality
- 9 Be honest and trustworthy
- 10 Keep records of your work



## Which standards have been revised?

- 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

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## 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

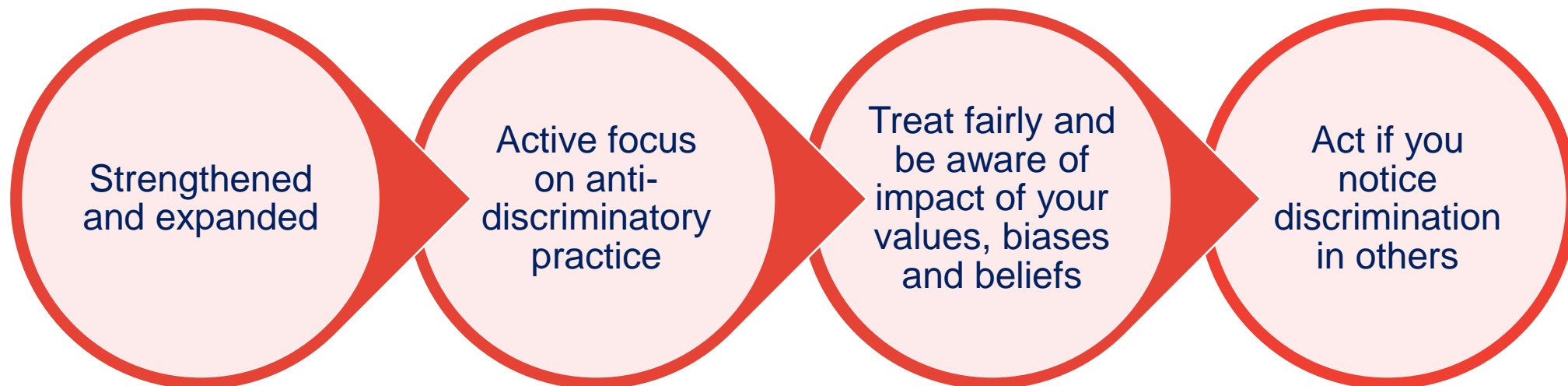
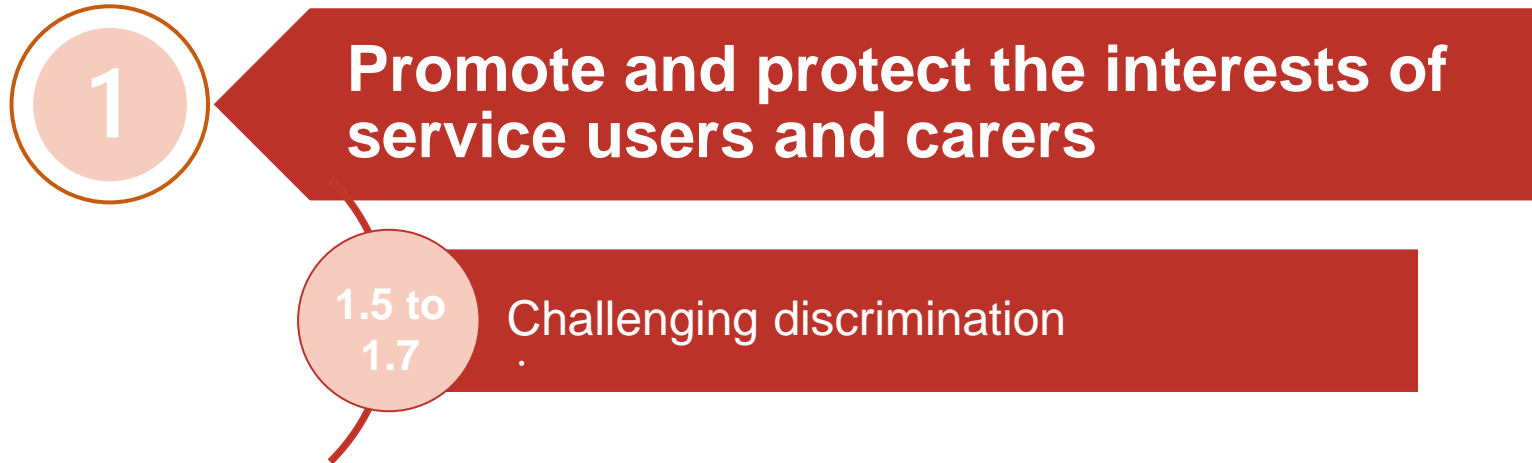
Treating service users and carers with respect

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

## 6 Manage risk

6.1 to 6.2 Identify and minimise risk

6.3 to 6.4 Manage your health

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- 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 be 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

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The thumbnail shows a document header with the HCPC logo and the title 'Your duties as a registrant'. The main content area is a red box with the text 'Standards of conduct, performance and ethics'.

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

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'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

