
Standards of conduct, performance and ethics review

Revisions to the standards of conduct, performance and ethics – information for employers

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Standards of conduct performance and ethics review

Introduction – the review

The Standards of conduct, performance and ethics and guidance review

These standards are important because they:

set out, in general terms, how we expect our registrants to behave.

outline what the public should expect from their health and care professional.

help us to make decisions about the character of professionals who apply to our Register.

are used if someone raises a concern about a registrant's practice. When things go wrong, they help us to decide whether it is necessary to take action.

The Standards of conduct, performance and ethics and guidance review

Pre-consultation workshops and survey

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Public consultation

We received 218 responses to the consultation, mostly from registrants

Consultation workshops

Six thematic workshops with over 200 people in attendance

The Standards of conduct, performance and ethics and guidance review

What's the same?

There are still 10 Standards of conduct, performance and ethics

We have not changed the structure of the standards

The standards continue to set out how we expect registrants to behave

Standards of conduct, performance and ethics review

Implementation – what has changed

Overview of areas of change

Equality diversity and inclusion;

The changes made promote an active approach to ensuring that registrants' practice supports equality, diversity, and inclusion.

Communication with colleagues, service users and carers;

The changes made ensure registrant responsibilities towards their colleagues, service users, carers and the public are clear. We have also updated our accompanying Guidance on social media to further support registrants in meeting these standards.

Duty of candour;

The changes made ensure that registrant practice is open, honest and promotes learning from when things go wrong.

Upskilling and training responsibilities; and

The changes made ensure that registrants understand the relationship between their scope of practice and practising safely and effectively.

Managing existing health conditions and disabilities in the workplace.

The changes made support registrants with health conditions and disabilities to continue practising in a safe and effective way.

Further outcomes

Revised guidance on social media

Guidance review

Explanatory materials working group

Sustainable practice hub

Equality diversity and inclusion

**Treat service users and carers
with respect**

- 1.3 You must empower and enable service users, where appropriate, to play a part in maintaining their own health and well-being and support them so they can make informed decisions.

Make sure you have consent

- 1.4 You must make sure that you have valid consent, which is voluntary and informed, from service users who have capacity to make the decision or other appropriate authority before you provide care, treatment or other services.

Equality diversity and inclusion

Challenge discrimination

- 1.5 You must treat people fairly and be aware of the potential impact that your personal values, biases and beliefs may have on the care, treatment or other services that you provide to service users and carers and in your interactions with colleagues.
- 1.6 You must take action to ensure that your personal values, biases and beliefs do not lead you to discriminate against service users, carers or colleagues. Your personal values, biases and beliefs must not detrimentally impact the care, treatment or other services that you provide
- 1.7 You must raise concerns about colleagues if you think that they are treating people unfairly and/or their personal values, biases and beliefs have led them to discriminate against service users, carers and/or colleagues or they have detrimentally impacted the care, treatment or other services that they provide. This should be done following the relevant procedures within your practice and maintain the safety of all involved.

Equality diversity and inclusion

Maintain appropriate boundaries

- 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.
- 1.9 You must take action to set and maintain appropriate professional boundaries with service users and/or carers and colleagues.
- 1.10 You must use appropriate methods of communication to provide care and other services related to your practice
- 1.11 You must ensure that existing personal relationships do not impact professional decisions.
- 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.

Reasons for change

Alignment with other standards

- The changes we have made are in line with changes made to the Standards of Proficiency. They make the implementation of standards more active for registrants. This means that the standards support registrants in being autonomous and caring professionals.

Consultation feedback

- Following feedback that challenging colleagues could put registrants at risk of harm, we have removed the duty for registrants to challenge colleagues.
- Consultation feedback that the previous Standard 1.7 did not make clear the boundary between the personal and professional.
- To help make the new Standard 1.8 clearer, we have changed the original wording from “be aware” to “consider”. This language is more in line with the active language elsewhere in the Standards and alerts registrants that their profession **may** have an impact on how they are perceived in some personal situations

Questions?



Communication with colleagues, service users and carers

Communicate with service users and carers

- 2.4 You must make sure that all practicable steps are taken to meet service users' and carers' language and communication needs.
- 2.5 You must use all forms of communication responsibly when communicating with service users and their carers.

Work with colleagues

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

Communication with colleagues, service users and carers

Social media and networking sites

- 2.10 You must use media sharing networks and social networking sites responsibly.
- 2.11 You must make reasonable checks to ensure information you share is accurate, true, does not mislead the public and is in line with your duty to promote public health when sharing information on media sharing networks and social networking sites.
- 2.12 You must use media sharing networks and social networking sites responsibly, maintaining professional boundaries at all times and protecting service user/carer privacy.

Reasons for change

Stakeholder feedback

- Following stakeholder requests that we make our standards on social media clearer, we have separated the requirement to use all forms of communication appropriately from social media communications. This makes it clear that registrants must use forms of communication that are not social media responsibly when communicating with service users and colleagues.
- Many participants throughout our workshops and survey responses were concerned about the way that colleagues treat each other. They asked for clearer standards to avoid disrespect, bullying or harassment between colleagues. In response, we added new Standard 2.8 to require registrants to interact with their colleagues in a professional, respectful and considerate way.
- Our changes to Standard 2.10, 2.11 and 2.12 are a response to many of our stakeholders throughout our pre-consultation stages who asked for more reference to how social media is used in practice and to provide for protection against misinformation.
- We have referred to media sharing networks and social networking sites to ensure that the range of social media applications and sites is referred to within the Standards.

Questions?



Duty of candour

Being open
when
things go
wrong

- 8.1 You must be open, honest and candid when something has gone wrong with the care, treatment or other services that you provide by:
 - Where applicable, alerting your employer of what has gone wrong and following the relevant internal procedures.
 - Informing service users and/or where appropriate, their carer or where you do not have direct access to these individuals, the lead clinician, to inform them that something has gone wrong,
 - Providing service users and/or their carer with a detailed explanation of the circumstances in which things have gone wrong and the likely impact
 - Taking action to correct the mistake if possible and detailing this action to the service user and/or where appropriate, their carer.
- 8.2 You must apologise to a service user and/or their carer when something has gone wrong with the care, treatment or other service that you provide.

Reasons for change

Alignment with guidance

- Participants throughout our pre-consultation workshops asked that registrant responsibilities when things go wrong be made clearer. They wanted to see more correlation between the Standard and our online materials on duty of candour. [The duty of candour | \(hcpc-uk.org\)](https://www.hcpc-uk.org)

Stakeholder feedback

- In our consultation, we heard from bio-medical scientists that the wording of this Standard did not enable them to inform service users where things had gone wrong.
- Some respondents to our consultation were concerned that apologising when things go wrong would lead to admission of liability. Our online materials clearly state that an apology is not an admission of guilt therefore we have continued with the proposed new Standard 8.2.

Questions?



Upskilling and training responsibilities

Keep
within
your
scope of
practice

- 3.1 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.
- 3.2 You must undertake additional training to update your knowledge, skills and experience if you wish to widen your scope of practice.
- 3.3 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.

Questions?



Reasons for change

Stakeholder feedback

- We often receive questions from registrants regarding their scope of practice. The changes we have proposed will ensure that registrants better understand the limits of their scope of practice.
- Many of the queries we receive from registrants are asking for further guidance on taking on new roles. These changes provide clarity on this and reflect the changing nature of health and care work and the flexibility that many health and care professionals need. For example, new Standard 3.2 clearly states how a registrant can widen their scope of practice: “3.2. You must undertake additional training to update your knowledge, skills and experience if you wish to widen your scope of practice.”
- Changes made to 3.2 follow queries we receive from registrants about who to refer their service users to when a service user’s care or treatment falls outside their scope of practice. The changes make it clear that they must refer to another practitioner whose scope of practice fits the service user’s needs.

Managing existing health conditions and disabilities in the workplace

Manage your health

- 6.3 You must take responsibility for assessing whether changes to your physical and/or mental health will detrimentally impact your ability to practise safely and effectively. If you are unsure about your ability to do so, ask an appropriate health and care professional to make an assessment on your behalf.
- 6.4 You must adjust your practice if your physical and/or mental health will detrimentally impact your ability to practise safely and effectively. These adjustments must promote safe and effective practice. Where it is not possible to make these adjustments within your scope of practice, you must stop practising.

Reasons for change

Stakeholder feedback

- We received feedback from some registrants with a disability that this Standard can cause delays to their registration and thereby create distressing situations. The changes we propose address this issue and make the link between this standard and our fitness to practise procedures clearer.
- The changes are also in line with the guidance that we have written on health and character declarations.
- The additions we made to Standard 6.3 attend to a concern raised by participants in the health conditions workshop, and respondents to the consultation, that registrants may not always have the capacity to assess their own health and the corresponding impacts on their ability to practice safely.

Questions?



Sustainability

We have committed to consider the implementation of sustainability as part of our review of our Standards of Education and Training (SETs) and future guidance.

We will also create a dedicated green practice hub on our website. This will guide our registrants towards existing legislation, guidance and education about sustainability in the health and care sector.

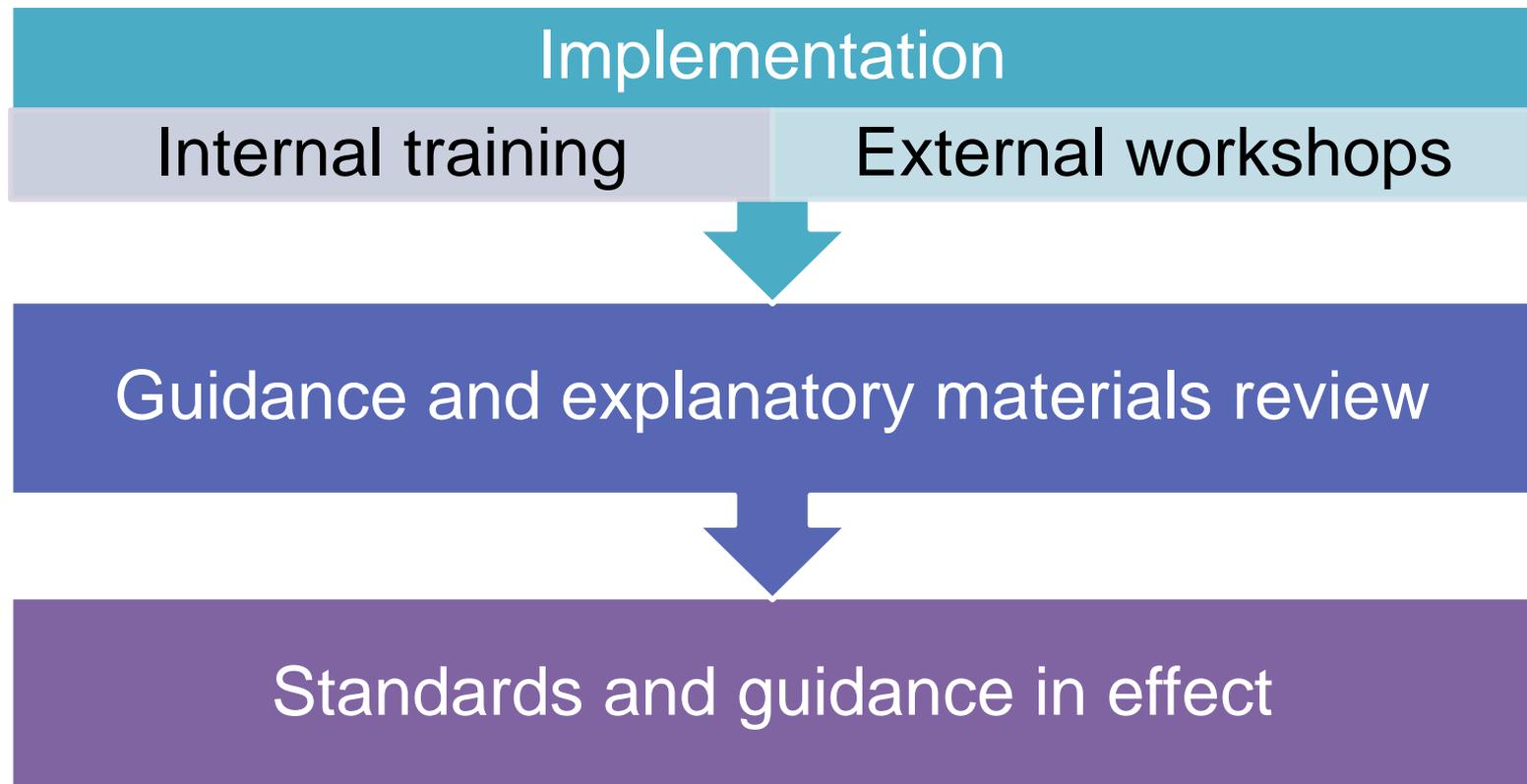
Questions?



Standards of conduct, performance and ethics review

Implementation – HCPC next steps

Next steps – all stakeholders



Further workshops

External workshops on new standards

[Wednesday 1 November, 6pm – 7.30pm](#) – public webinar

[Monday 6 November, 3pm – 4.30pm](#) – webinar for students

[Tuesday 21 November, 2pm – 4pm](#) – webinar for employers (joint with English language proficiency for international applicants)

Questions?



Standards of conduct, performance and ethics review

Implementation – what registrants need to do

Consideration for registrants

The revised Standards of conduct, performance and ethics become 'effective' from September 2024

We require registrants to apply the revised Standards to their practice from September 2024

Upon entry to the Register, registrants need to be aware of the most recent version of the Standards, and undertake CPD where required to develop their skills and knowledge

Registrants can use our workshops and resources to inform themselves of the revised Standards and build their understanding of the Standards

Resources available

Key documents

Revised standards document

- How we expect registrants to behave

Revised guidance on social media

- How to apply the Standards when using social media

How we made the changes

Consultation outcome document

- What we heard in the consultation and the changes we made as a result

Equality Impact Assessment

- How we considered different protected characteristics in making our revisions

Understanding the changes

Main news story

- Website announcement of the revisions with key links

Key changes document

- Sets out key changes across the Standards

Questions?



Getting in touch



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