

## **CODE OF CONDUCT**

### **Working with Adults at Risk (adults with care and support needs) at Emmaus Rd**

An Adult at Risk may be someone who:

- is frail due to age, ill health, physical disability or cognitive impairment, or a combination of these
- has a learning disability
- has a physical disability and/or a sensory impairment
- has mental health needs
- has a long-term illness/condition
- uses substances or alcohol
- is unable to demonstrate the capacity to make a decision and is in need of care and support.

We aim to see the lives of those we meet enriched by kindness, friendship and hope. We aim to see all adults, including Adults at Risk or those with care and support needs, flourish in their relationships with others, and inspired and hopeful about their future, whilst fostering independence at every opportunity.

This document outlines how, at Emmaus Rd, we work to achieve the above whilst working in a variety of settings and maintaining a safe environment for all. All team members working in a team specifically serving Adults at Risk at Emmaus Rd are required to work within the following guidelines.

#### **Creating and maintaining a safe environment**

##### **Ratios**

It's important to ensure that there are always enough team leaders present to ensure the welfare of the adults in the group. We will always aim for a ratio of 1:8 (team to group members/activity attendees).

If the activity/group is taking place in an Adult at Risk's home, two team members must be present at all times. There must be a specific reason as to why the activity is occurring in a home (e.g. support with cleaning, the resident cannot leave their home for emotional or practical reasons), or the activity should take place in a public setting.

When working 1:1 with an Adult at Risk, a paid member of the team must be made aware. All 1:1 work must happen in a public place.

### **Risk assessments**

Every activity at Emmaus Rd must be risk assessed using the template found in **Appendix 6** to ensure a safe environment for all.

### **Dealing with challenging behaviour**

We understand that Adults at Risk are more likely to be harmed than harm another, however, it might be that on occasion the team will need to deal with challenging behaviour.

Here are some basic guidelines for working with adults who display challenging behaviour:

- Establish ground rules with those attending the group/activity and the team. Keep them simple and clear, making sure everyone understands what action will be taken if they are not kept
  - If someone breaks the ground rules use two warnings and, if the behaviour is repeated a third time, a consequence should follow. At every stage make sure they understand what rule they have broken and the consequence that will follow if the behaviour continues. Consequences could include;
    - Asking them leave
    - Giving a one week ban from the group/activity
- If the behaviour puts themselves or anyone else at risk of immediate harm do not give warnings; act immediately. In an emergency situation emergency services should be called and an incident form completed
- Act out of love never anger (call on support from other leaders if you feel you may deal with the situation unwisely in your anger)
  - Never reject someone, just the behaviour. Encourage the person that you accept them, but you are not willing to accept the behaviour
  - Do not shout in anger
  - Never use physical force
  - Use the opportunity to have a constructive conversation with the person about their behaviour

### **Dealing with incidents**

An incident, for the purpose of this document, is;

- When someone has been subject to physical harm, whether accidental or intentional
- When a disclosure is made that contains a safeguarding concern
- When aggressive behaviour has led to action being taken by a team member
- When the emergency services are called for any reason

In the event of an incident taking place and incident form (**Appendix 4**) should be completed and the Safeguarding Officer informed. The procedures and guidance in this document and the safeguarding policy should be followed.

## **Team expectations**

### **Recruitment**

All voluntary team members will complete an application form (**Appendix 10**), apply for a DBS check, provide 2 references and have a face to face meeting with a paid staff member when joining a team working specifically with Adults at Risk. The team leader will make the final decision on successful applicants.

All team members will be required to attend annual safeguarding training.

### **Commitment**

At Emmaus Rd relationship is central to the work we do with Adults at Risk. For this reason all team members are asked to commit to at least a six months serving on team. All team members should arrive on time and give at least 48 hours notice if they can't make it to a session.

### **Appropriate relationships**

It is important to maintain appropriate boundaries with Adults at Risk. We encourage team members to build appropriate relationships with Adults at Risk using the guidance in this document and the safeguarding policy as a foundation. Relationships are to be developed within the context and culture of the projects and groups for Adults at Risk at Emmaus Rd. If it appears that a relationship between a team member and an Adult at Risk is becoming unhealthy in any way, the Safeguarding Officer will intervene.

It is recognised that self-disclosure can be a useful tool in building relationship with Adults at Risk, however we ask the team to be mindful of what they choose to disclose.

- Never share your home address with Adults at Risk (unless you have prior approval from the Safeguarding Officer)
- Never disclose your contact details and social media accounts (unless you have prior approval from the Safeguarding Officer)
- Always remember the relationship and conversation should remain focussed on the Adults at Risk's experiences rather than your own – be mindful that repeatedly disclosing a lot about your personal life can sometimes be unhelpful
- Discretion should be used at all times. Always approach a paid member of the team if you are unsure

### **Substance use**

Under no circumstances should team members be under the influence of any substances whilst working with Adults at Risk. All team members are asked to refrain from drinking alcohol for at least 8 hours before working with Adults at Risk. If any team member is found to be under the influence of drugs or alcohol whilst working with Adults at Risk, or if they are found on their person they will be asked to leave the venue, an incident from will

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be completed and the safeguarding officer will be informed who will decide if any other action is required.

### **Dress code**

All team members should dress appropriately for the group they are working with.

### **Use of photography**

No photographs or videos will be used of Adults at Risk without prior written informed consent from them. Only paid staff members should take photographs or videos of Adults at Risk. They should upload them to the church's password protected online space and then delete them from their device or store them on an Emmaus Rd staff phone. The only exception to this is if the volunteer taking the photographs or videos is a pre-approved photographer. In this instance, a paid member of staff will upload the photographs or videos to the online space. No one except paid members of staff should post photographs or videos of Adults at Risk on social media and this should only be done through official Emmaus Rd accounts.

### **Confidentiality**

Many of the Adults at Risk we work with choose to share personal information and experiences with us. It is important that this remains confidential between the adult, the team member and the team leader – unless there is a safeguarding concern, then the procedure in the safeguarding policy should be followed.

### **Accepting gifts**

If an Adult at Risk gives a gift (for example, a 'thank you' gift) to a team member, it must be declared and the Team Leader must be informed, no matter the value. If the value of the gift is above £5, it must be returned, unless there are exceptional circumstances approved by the Team Leader and Safeguarding Officer.

### **Sharing your faith**

Projects and activities run for Adults at Risk at Emmaus Rd are faith based, but not faith biased. We work with adults and partner with organisations of all faiths and none. If an attendee asks about your faith, it's a great opportunity to share. However, we should *never* force our faith on those we work with.

### **Fostering Independence**

Wherever possible, projects and activities and our relationships with Adults at Risk should be seeking to foster independence. This means that we should be enabling those we meet to live the life they hope for within community but not dependant on team members. We recognise this is a journey, and different individuals will need varying levels of support.