Introducing the revised standards of conduct performance and ethics

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HCPC standards

Biomedical scientists

Standards of conduct, performance and ethics
Revisions in effect 1 September 2024

Continuing professional development and your registration
Standards of conduct, performance and ethics

- High level framework
- Not prescriptive
- Provide autonomy and flexibility
- Professional judgement required

- 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
Which standards have *not* changed?

1. Delegate appropriately
2. Respect confidentiality
3. Be honest and trustworthy
4. Keep records of your work

Fit for purpose
Future proof
Appropriate
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
4. Manage risk
5. Report concerns about safety
6. Be open when things go wrong

Professional Liaison Service

Simplification  
Expansion  
Clarity  
Active language
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
Promote and protect the interests of service users and carers

1. Requirement to ‘empower and enable service users to play a part in maintaining own health and wellbeing

2. Emphasises registrant role in enabling informed consent

3. Valid consent should be voluntary, informed and based on capacity

1.1 to 1.3 Treating service users and carers with respect

1.4 Making sure you have consent
1. Promote and protect the interests of service users and carers

- Challenging discrimination
- Strengthened and expanded
- Active focus on anti-discriminatory practice
- Treat fairly and be aware of impact of your values, biases and beliefs
- Act if you notice discrimination in others
Promote and protect the interests of service users and carers

Maintaining professional boundaries

1. Responsibility for maintaining appropriate boundaries with service users, carers and colleagues
2. Expansion to require consideration of power differentials and trust
3. Language is action based

1.8 to 1.12
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.
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.
2.6 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.

HCPC standards of conduct, performance and ethics
1 September 2024
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

- 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
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.
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

- Starting the conversation
- One standard at a time
- Empower and encourage
- Reflect on your culture
## Employer insights webinar programme 2024

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#myHCPCstandards webinar programme 2024

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