



Abbeyfield Code of Conduct

Anybody working directly or indirectly with Abbeyfield makes a valuable and important contribution to the delivery of high quality housing and care services to our customers.

By being part of Abbeyfield, we all sign up to behave in the Abbeyfield way. The Abbeyfield vision, mission, beliefs and behaviours guide our ways of working ensuring we all have a positive impact on each other and on our culture, strengthening us overall.

To achieve our charitable ambitions, we must all behave in these ways, all the time, and encourage everyone to join in, challenging those that do not adhere to our behaviours.

These behaviours apply at every level – individual, team, organisational – and cover all our working relationships including other employees, workers, volunteers, trustees, residents and neighbours, regulators, suppliers, competitors and the broader community.

Adhering to the Abbeyfield behaviours ensures we follow the Codes of Conduct for Healthcare Support Workers and Adult Care workers and Housing Professionals which set out the ethical and professional attitudes and behaviours expected of those working in housing and care professions.

Purpose

This Code is based on the principles of protecting colleagues and customers by promoting best practice. It ensures we all 'work to standard', providing high quality services and support in a compassionate and caring way. It describes the standards of conduct, behaviour and attitude that we all should expect.

We are all responsible for, and have a duty of care to ensure that our conduct always remains above the standards detailed in this Code.

How does the Code help you as an Abbeyfield colleague?

Following the guidance set out in this Code of Conduct gives us the reassurance that we are supporting the right culture by providing services of a high standard, and the confidence to challenge others who are not.

It provides a set of clear standards, so you can:

- be sure of the standards you are expected to meet.
- know whether you are working to these standards, or if you need to change the way you are working.
- identify areas for continuing professional development.
- fulfil the requirements of your role, behave correctly and do the right thing at all times. This is essential to protect colleagues, residents and the public from harm.

How does the Code help our residents?



This Code also tells our customers and the public exactly what they should expect from anybody working at Abbeyfield.

The Code aims to give residents the confidence that they will be treated with dignity, respect and compassion at all times.

How does this Code help Abbeyfield?

The Code makes it clear what standards Abbeyfield expects of anybody working directly or indirectly. If there are people who do not meet these standards, it will help to identify them and provide the right strategies, from feedback, support and development to disciplinary, to abide by the Abbeyfield behaviours.

Abbeyfield vision, mission and beliefs

Our Abbeyfield vision is for a world that ends loneliness in later life.

Our Abbeyfield mission is to create communities that keep more people connected in later life.

We are residents and neighbours, trustees, employees, volunteers and partners, working together to make a difference to people in our neighbourhoods and society.

Our beliefs guide our actions, our interactions and the decisions we make. We believe in...

- the Power of Home
- the Potential of Community
- the Possibility in Later Life

What do we expect from you?

Anybody working directly or indirectly with Abbeyfield is expected to behave according to our 'Abbeyfield behaviours' and the care and housing code of conduct.

Abbeyfield behaviours

The Abbeyfield behaviours capture the way we wish to work together and communicate with each other and indicate how we all behave as individuals, as a charity and as an organisation.

- We are welcoming:

We seek, hear, respect, value and welcome others and their views, so we benefit from the different experiences of our communities.

- We are adaptable:

Strong yet flexible, we evolve with the changes around us so we stay relevant, in demand and so we all continue to thrive and flourish.

- We collaborate:



We champion collaboration and belonging, looking outward and working together to achieve something better.

- We take responsibility:

We are all part of the Abbeyfield Family, so we must take personal responsibility for our words and actions, and say when something isn't right.

- We celebrate the positives:

We celebrate later life and the many things we share as a Family; so that when good things happen, we all hear about it and so does the world.

These behaviours apply to everybody in all interactions and are central to attracting, recruiting and retaining staff and volunteers. They are instrumental in performance reviews and training and development.

All Abbeyfield leaders have a responsibility to identify when colleagues are not behaving in the Abbeyfield way and demonstrate derailing behaviours. They should work with the individual to identify the right strategy to support adherence to the Abbeyfield behaviours.

The [Abbeyfield Leadership Charter](#) provides Abbeyfield leaders with further detail on the expectations required for leadership roles.

Housing and care code of conduct

On top of the Abbeyfield behaviours Abbeyfield colleagues are expected to adhere to the National Housing Federation Code of conduct and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England which includes:

- Acting in the best interests of the housing association and its residents: you have a responsibility to carry out your role in line with the social purposes of the association.
- Conducting yourself professionally and treating others well: professionalism, consideration and respect for others, and a commitment to the principles of equality, diversity and inclusion, are fundamental to the delivery of social purpose.
- Behaving with integrity: the reputation and good name of the association depends in part on compliance with their Code, and with the laws, policies and procedures that it refers to. The integrity of those involved needs to be beyond doubt, and seen so to be.
- Protecting yourself, others and the environment: you have a responsibility to protect your own health, safety, security and wellbeing and that of others, and, where reasonable, to make the most positive possible environmental impact.
- Be accountable by making sure you can answer for your actions or omissions.
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
- Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.



- Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
- Respect a person's right to confidentiality.
- Strive to improve the quality of healthcare, care and support through continuing professional development.
- Uphold and promote equality, diversity and inclusion.

As part of any induction and included within our performance process leaders are responsible to ensure staff have read the Code of Conduct and adhere to its principles and direction.

For further information you can access the Codes of Conduct for [Healthcare Support Workers and Adult Care workers](#) and [Housing Professionals](#)