



Mind in Haringey

Code of Ethics and Practice

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1. Introduction

This Code of Ethics and Practice document applies Mind in Haringey's ethical principles to specific situations that may arise during the course of a Worker's involvement with Mind in Haringey.

It should be followed in line with MIND in Haringey's Policies and Procedures.

2. Empowerment of the Client

No member of staff should intentionally do a Client any harm, either physically, emotionally, spiritually or financially.

Workers should refrain from commenting or making judgments upon the choices made by Clients, and the way in which Clients choose to conduct their lives, *except in exceptional circumstances such as potential self-harm or suicide, or in the event of suspicion of terrorism, or the abuse or harm of a child, which Mind in Haringey has a legal obligation to report (see "confidentiality" below).*

No member of staff should seek to exert any unreasonable influence over a Client.

No member of staff should ask or assist a Client to perform an illegal action.

3. Safety & Hygiene

All workers will observe the highest standards of safety and hygiene.

All workers should be familiar with standards and procedures for Health & Safety at work.

4. Therapeutic Relationship with the Client

No worker should work with a Client without the Client's consent

Workers must not exaggerate the Client's condition, or make promises as to the results of treatment or support that Mind in Haringey can offer.

If it appears that it would be in the Client's interest to be treated by another professional or specialist, the worker will not obstruct the Client from consulting with the professional or specialist.

Workers should be willing to work with Clients who are being treated by other Professional, except where treatments are considered incompatible.

Workers must retain their professional independence. They should not allow their judgment to be influenced by the possibility of receiving any consideration, personal, financial or otherwise, as an inducement to use or to refrain from using or advising any remedy or therapy.

Workers should not witness the Wills of Clients.

No workers should give medical advice or comment on medications or medical treatments received by the Clients.

5. Personal relationships and sexual behaviour

No Worker should begin a sexual relationship with a Client that they or a member of their team are working with, or with a carer of a Client that they are working with.

Where a prior sexual relationship exists, the Worker must inform the Manager, who will ensure that the Client is supported by another Worker.

Where any personal relationship has occurred in the past between the Worker and Client, the Worker must inform the Manager, who will decide whether the Client should be supported by another Worker.

A Worker shall never sexually harass a Client, use sexually provocative language, or sexual innuendo with any Client.

No aspect of any service offered at Mind in Haringey should include any form of intentional touching of the genitals.

Workers should not allow Clients to masturbate in their presence.

6. Discriminatory and/or abusive behaviour

All Workers shall treat all other Workers and Clients with respect.

No Worker shall discriminate against any individual according to their race, religion, class, gender, marital status, sexual orientation, age, or disability status.

No Worker should use offensive language, be aggressive or violent, to a Client or another Worker.

All Workers shall comply with Mind in Haringey's equal opportunities policy statement.

7. Case Notes

Workers should keep case notes on Clients, subject to the "Confidentiality" guidelines below.

All notes should be kept in a locked, confidential space, either at the premises of Mind in Haringey, or at the clinic or support centre where a Practitioner is providing treatment on behalf of Mind in Haringey.

Workers must never write the full name of any Client on the Client's case notes. The Worker may write the Client's first name, and their Client Code.

Workers must make case notes available to, and ONLY to, another Mind in Haringey worker.

8. Confidentiality

a) of clients

Confidentiality practices at Mind in Haringey may be different from those held in other institutions, such as hospitals and GP practices, or by other professions, and, when in doubt, all Workers should exercise caution.

When Workers are discussing Clients for the purposes of administration of appointments, mailing information to Clients, and so on, Clients should only be referred to by their first name, and their surname initial or Client Code. This is to avoid a member of the public or another Client inadvertently overhearing a Client's name being mentioned.

When entries are made into an appointment diary, either at Mind in Haringey, or at an external venue, Clients should only be referred to by their first name together with either their Client Code, or the Client Code used by the host agency.

A Client's key worker may wish to discuss details of the Client's case or condition with a Professional worker or from another organisation that is treating the same Client. If this is the case, the discussion should be limited to matters relating to the Client's support at Mind in Haringey, and should only be undertaken with the prior informed consent of the Client. If this is to be the case, the Project Manager or Chief Executive Officer should be informed beforehand.

All workers must adhere to the Data Protection Act. Workers will take care to observe these guidelines, and will not use or reveal any such data for any other purpose whatsoever.

Client's personal information will not be released to any individual whatsoever outside of Mind in Haringey, unless there are overriding legal requirements to do so, if this is the case, there must be written authorisation from a senior manager or Chief Executive Officer.

Clients who make inquiries about other Clients will not be given any information, other than non specific information about their general well being or recent death.

Any Worker talking about an issue of professional practice, in a supervision group, in 1:1 supervision, in a training seminar, or any other internal forum, must not reveal the name of the Client that they are talking about. The Worker must use a pseudonym for that Client AND refrain from describing any features that might identify the Client.

If, during the course of a discussion about a Client, another worker ascertains the identity of that Client, this Worker must immediately state that they have recognized the Client, a decision needs to be made whether this worker should leave the room

while the discussion takes place, or the matter should be discussed outside of the group.

These confidentiality principles continue after the Client's death unless legal or ethical considerations override.

b) of colleagues

No worker should divulge any personal or professional information learned about another worker, unless they have the explicit consent of that individual to divulge that specific piece of information, or unless it is to praise a colleague or to recommend a colleague as a practitioner

In the case of a complaint or an internal disciplinary action, all parties concerned should keep the matter confidential as stated in The Disciplinary and Grievance Procedure.

If a Worker has any concerns about the personal or professional conduct or practice of any other Worker, they must only deal with this using the guidelines set out in Mind in Haringey's Internal Disciplinary & Grievance Policy.

c) Limits and exclusions to confidentiality being maintained

If a Worker believes that there is a risk of self harm by an individual, the Confidentiality guidelines above can be overridden

Mind in Haringey is obliged by law to report any suspicion of terrorism or child abuse. If a Worker believes an individual intends to harm or abuse a child, or learns of any terrorist activity, the Worker must report this to the Manager or Chief Executive Officer immediately, and appropriate action will be taken.

In these two situations, Mind in Haringey's legal obligations override confidentiality. The Worker should not reveal this information to anyone other than the Manager/ Chief Executive Officer.

If a Worker has any concerns about other criminal activity, the Worker should speak in confidence to the Manager as soon as possible.

If the Manager is unavailable, the matter should be referred to the Chief Executive Officer.

9. Refusing service to Clients

A Worker may refuse to work with a Client, or cut short an appointment, if the Client is under the influence of alcohol or recreational drugs (as opposed to those taken for medical reasons).

A Worker may refuse to work with a Client, or cut short an appointment, if the Client is odorous or unclean, according to commonly accepted hygiene standards.

A Worker may refuse to work with a Client, or cut short an appointment, if the Client is intimidating or offensive, in a physical or sexual manner, or otherwise.

A Worker may refuse to work with a Client, or cut short an appointment, if the Client behaves in any way which may have led the worker to feel physically unsafe, or disrespected, or abused.

If personal feelings on the part of the worker interfere with the quality of support offered, the worker should seek to resolve these difficulties with their manager as soon as possible.

10. Competence

Workers shall take all reasonable steps to monitor and develop their own competence.

Workers shall strive to work within the boundaries of their qualifications, and should be aware of their limitations as individuals and as professionals.

No Worker should diagnose.

No Worker should prescribe.

No Worker should offer therapeutic advice.

No Worker should carry out an internal examination of a Client.

No Worker shall claim, pretend or purport to hold any qualification that they do not in fact possess.

Workers should inform their Manager, of any new qualification they receive, or if any qualifications lapse, or are rescinded by an awarding body or professional register. Workers should forward photocopies of new qualifications to the Admin/Personnel Manager.

Workers should do their best to ensure that Clients are under no misapprehension of the nature of their qualifications.

Where a Client's needs are beyond a Worker's competence, the Worker should refer the Client to another member of staff or specialist.

All staff should be aware of the need to refer Clients to orthodox medicine, and advise accordingly

11. Receiving Gifts from Clients

No Worker should ask a Client for money, or accept money voluntarily given by a Client.

No Worker shall engage in any business with a Client whatsoever in which a financial transaction is involved, except in the circumstance of a donation being offered to Mind in Haringey, or in the case of a payment being made for a Mind in Haringey service for which there is a charge.

Where offers of personal gifts are made, the decision to accept or refuse should be taken according to the following principle: A Worker should refuse any gift, favour or hospitality from a Client which might be interpreted as seeking to exert reward or influence to obtain preferential consideration or to refrain from doing something.

If a member of staff has any doubt, the issue should be discussed with the Manager or the Chief Executive Officer.

12. Responsibilities to colleagues and other Workers

All statements made regarding any support to clients, practitioner or other worker must be factual and informed.

Workers should not make any deprecatory remarks or comments about other therapies or Practitioners, including orthodox medical approaches. This does not preclude constructive discussions on the relative merits of therapies. Praising or recommending a colleague is also acceptable.

No worker should spread malicious rumours about a colleague, or malign another service.

No worker should criticise the ethics, practice or policies of any other practitioner.

When talking about organisations whose aim is to provide holistic medicine, or any services, to Mind in Haringey's client groups, Workers should only speak factually about those organisations, and should not make any false statements, disclose rumours or make comments comparing those organisations to Mind in Haringey. Praising another organisation is acceptable.

13. Responsibilities to Mind in Haringey

No Worker should speak in derogatory terms about Mind in Haringey

No Worker should purport to make any representations about any Mind in Haringey policy or procedure without informed knowledge and understanding of that policy or procedure.

Practitioners must comply with all procedures with regard to the induction of new Clients, the collection of Client data, and so on.

No Worker shall speak to any individual representing a media institution, such as a newspaper, journal, magazine, radio station or television production company, either on behalf of Mind in Haringey or using Mind in Haringey's name, on any matter, without the written consent of the Executive Committee.

14. Ethical conflicts, and matters not covered by this document

Members of staff may sometimes find themselves caught between conflicting ethical principles. In this case they should discuss the situation with their Manager or Chief Executive Officer.

Ethical issues may arise, which have not yet been given full consideration.

Mind in Haringey is interested to hear about those issues as this helps to inform discussion regarding good practice.