



**Superior
Healthcare
Group**

Employee Code of Conduct

February 2026



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Version Control

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Important Notice

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Accessible Formats

In accordance with the Accessible Information Standard, this policy is available in alternative formats upon request, including large print or easy read. Employees and clients who require information in a specific format should speak to their Manager, Coordinator or HR.

1. Background

- 1.1 This Code of Conduct sets out expected high standards of behaviour. It exists to protect clients, colleagues, and the organisation itself, and to promote safe, ethical, and professional practice at all times.
- 1.2 This Code supports our commitment to high-quality, compassionate care and reflects our organisational values.

2. Purpose

- 2.1 To support The Superior Healthcare Group to meet and demonstrate compliance with the following Key Lines of Enquiry and Quality Statements:

SAFE	Safe and effective staffing
WELL LED	Governance, management and sustainability

- 2.2 To ensure that Superior Healthcare meets the legal requirements of the regulated activities that The Superior Healthcare Group is registered to provide in line with the following:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

- 2.3 This code has been developed in accordance with the following:

- Employment Rights Act (1996)
- Equality Act (2010)
- ACAS Code of Practice on Discipline and Grievance (2015)
- General Data Protection Regulations (2018)

3. Scope

- 3.1 This Code applies to:

- All employees, whether permanent, temporary, bank, agency, full-time or part-time
- Volunteers where applicable

- 3.2 Contractors and third-party workers are expected to adhere to equivalent standards.

4. Our Values

- 4.1 All employees are expected to uphold and demonstrate the organisation's values in everything they do:

Passion for Quality

We love what we do and we strive for excellence
 We are honest and we act with integrity
 We are reliable and we deliver on our promise

One Family

We work together and we support one another

We are proud of our story and who we are
We are kind and treat everyone with dignity and respect

Inspiring Leadership

We empower and bring the best out of people
We are ambitious and innovative and we lead by example
We are bold and brave and we take action

5. Professional Standards and Regulatory Requirements

5.1 Employees who are members of professional bodies (including, but not limited to, nursing, midwifery, and allied health professions) must:

- Comply with the standards, codes, and guidance issued by their professional regulator
- Maintain appropriate registration, revalidation, and continuing professional development
- Act in a manner that upholds public trust and confidence in their profession

5.2 Employees delivering care or clinical services are also expected to follow professional codes of conduct relevant to their role. We will rely on the latest versions published by the relevant bodies, for example:

- Nurses and midwives: The NMC Code (<https://www.nmc.org.uk/standards/code/>)
- Care workers: Skills for Care Code of Conduct (<https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Managing-people/Code-of-Conduct.aspx>)

5.3 Where there is any difference between standards, employees should follow the higher standard.

6. Honesty and Integrity

6.1 Employees must:

- Act honestly, openly, and transparently in all professional activities
- Be truthful in records, reports, and communications
- Declare and appropriately manage any conflicts of interest
- Not misuse their position for personal gain or advantage
- Not engage in fraud, bribery, corruption, or financial impropriety

7. Professional Behaviour and Conduct

7.1 Employees are expected to:

- Treat clients, colleagues, and the public with courtesy, dignity, respect, and fairness and comply with our approach to Equality, Diversity and Inclusion.
- Refrain from behaviour both inside and outside of work that could damage public confidence in the organisation.

7.2 Maintain professional boundaries at all times:

- Keep relationships with clients and families professional, safe, and focused on care.
- Be friendly and compassionate, but avoid becoming a friend, confidant, or part of the family dynamic.

- Maintain professional conduct (language, dress, behaviour) and avoid anything that could be misunderstood.
- Do not accept or offer gifts, money or hospitality that could be perceived as influencing professional judgement (follow the Gifts and Hospitality policy/declared gifts process).
- Do not agree changes to care, duties, rotas, pay, or 'extras' directly with families; direct them to the organisation.

7.3 Further guidance and examples are set out in the Professional Boundaries Policy.

8. Safeguarding Children and Adults at Risk

8.1 All employees have a responsibility to:

- Safeguard and promote the welfare of children and adults at risk
- Act in the best interests of our clients at all times
- Be familiar with, and comply with our safeguarding policies and procedures
- Report any safeguarding concerns immediately and appropriately

9. Client Safety and Quality of Care

9.1 Employees must:

- Deliver care that is safe, effective, and person-centred
- Work within the limits of their competence and scope of practice
- Seek advice or escalate concerns where client safety may be compromised
- Cooperate with investigations, audits, and improvement activities

10. Respect, Harassment and Discrimination

10.1 All employees are expected to contribute to a working environment that is safe, inclusive and respectful.

10.2 Employees must not engage in any form of harassment, sexual harassment, discrimination, bullying or victimisation.

10.3 Unacceptable behaviour includes any unwanted conduct, whether verbal, physical, written or online, related to a protected characteristic, or of a sexual nature, that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

10.4 Employees must:

- Treat others with dignity and respect at all times
- Not discriminate on the basis of any protected characteristic
- Not victimise anyone who raises or supports a concern
- Report any incidents of harassment or inappropriate behaviour, including by third parties

11. Confidentiality and Data Protection

11.1 Employees must:

- Respect client and colleague confidentiality at all times

- Comply with data protection legislation and organisational policies
- Only access, use, or disclose personal data where authorised and necessary
- Keep records accurate, secure, and up to date

12. Information Technology and Social Media

12.1 Employees must:

- Use organisational IT systems responsibly and in accordance with policy
- Protect passwords and access credentials
- Avoid posting content on social media that could breach confidentiality, damage professional reputation, or undermine public trust
- Do not present personal views as representing the organisation and do not use the organisation's branding without permission.

13. Health, Safety and Wellbeing

13.1 Employees have a duty to:

- Take reasonable care of their own health and safety and that of others
- Follow health and safety policies and procedures
- Report accidents, incidents, hazards, or near misses promptly
- Be fit for work and not impaired by alcohol, drugs, or other substances

14. Raising Concerns (Speaking Up)

14.1 Employees are encouraged and supported to:

- Raise concerns about unsafe, unethical, or unlawful practices
- Use established whistleblowing or speaking-up procedures
- Act in good faith when reporting concerns

15. Compliance and Breaches of the Code

15.1 Any concerns or alleged breaches of this Code of Conduct will be addressed in accordance with the organisation's Disciplinary Procedure. Where concerns involve safeguarding, client safety or potential criminal matters, these may be managed under safeguarding and/or external agency processes alongside any disciplinary action.

15.2 Failure to comply with this Code may result in:

- Disciplinary action, up to and including dismissal
- Referral to a professional regulator where appropriate
- Possible legal or regulatory action

15.3 Employees are expected to familiarise themselves with this Code and related organisational policies.