

## **Conduct Expected from Crimson Hill Support and its Employees**

- Treating everyone as an individual.
- Protecting and helping people understand their rights.
- Promoting the interests and independence of the people we support.
- Listening, and taking positive action.
- Respecting service users' choices and decisions.
- Ensuring all service users and staff are treated fairly and equally.
- Striving to establish trusting relationships.
- Being honest, reliable, and accountable for all your actions.
- Maintaining confidentiality, and honouring agreements.
- Operating in a transparent manner, with clear communication.
- Abiding by & adhering to policies and procedures, and relevant legislation.
- Remembering that an act of Omission is just as grave as an act of Commission.
- Taking and actioning complaints seriously.
- Not using your position to exert power or control over others.
- Supporting people to remain safe, and keeping others safe from harm.
- Using person centred plans to guide support provided.
- Helping people manage difficulties through risk assessments.
- Working as part of a team, and always acting in a professional manner.
- Never acting in a manner which brings you, Crimson Hill Support or others into disrepute.
- Being responsible for maintaining and improving knowledge and skills.
- Striving for ongoing improvement in practice.

**Philosophy: Empower, Encourage, Enable, Enrich.**

To provide support that helps people to live their lives to the full, in the way that they choose, with enjoyment, dignity and respect.

To enable people to make decisions, and to take advantage of opportunities which enrich their lives.

To ensure the support is of a high standard.

To listen to and take notice of service users' views, and provide sensitive guidance and advice.

To empower and encourage people with a learning disability to take control of their lives, and be active, accepted, members of their community.

To enable people to make decisions which are important to them such as: where they live, who they live with, who they have relationships with, what they do during the day, who supports them, and when and how they are supported.



**Code of Conduct**

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