

Hummingbird Community Activities

Staff Policies & Code of Conduct

Owner: Joanna Kusnierek
Organisation: Hummingbird Community Activities
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1. Introduction & Purpose

Hummingbird Community Activities is committed to providing safe, respectful, and person-centred support for individuals with additional needs. These policies set out the expected standards of behaviour, safeguarding responsibilities, and operational procedures for all staff, volunteers, and contractors.

All staff are expected to follow these policies at all times while representing the organisation.

2. Core Values

All staff must demonstrate:

- Respect for dignity, choice, and independence
- Inclusion and equality for all service users
- Safeguarding and protection from harm
- Person-centred support tailored to individual needs
- Professionalism, kindness, and patience
- Zero tolerance for abuse, discrimination, or neglect

3. Safeguarding Policy

Hummingbird Community Activities operates a **zero-tolerance safeguarding approach**.

Responsibilities:

- All staff must complete safeguarding training before working independently.
- Staff must report any concern immediately to the Designated Safeguarding Lead (DSL).
- Concerns must be recorded factually and without opinion.

Types of abuse include:

- Physical, emotional, and sexual abuse
- Neglect or acts of omission
- Financial exploitation
- Discriminatory abuse
- Institutional abuse

Reporting:

- Immediate risk → call emergency services (999)
- Non-immediate concern → report to DSL within 1 hour
- Written report must be completed the same day

4. Code of Conduct

Staff must:

- Treat all service users with dignity and respect
- Maintain professional boundaries at all times
- Avoid becoming personally involved beyond professional role
- Never accept gifts or money without written approval
- Use appropriate language at all times
- Follow care/support plans exactly unless risk requires escalation
- Not use phones for personal use while on duty (except emergencies)

5. Equality, Diversity & Inclusion Policy

Hummingbird Community Activities is committed to inclusive practice under the **Equality Act 2010**.

Staff must not discriminate based on:

- Disability
- Age
- Race or ethnicity
- Religion or belief
- Gender or gender identity
- Sexual orientation
- Marital status

Any discriminatory behaviour will be treated as gross misconduct.

6. Confidentiality & Data Protection

Staff must comply with UK GDPR principles:

- Service user information is strictly confidential
- Information is only shared on a “need to know” basis
- Records must be stored securely (locked cabinets or password-protected systems)
- No discussion of service users outside work (including social media)
- Breaches must be reported immediately

Confidentiality may be broken only if:

- There is risk of harm
- Safeguarding concerns require escalation
- Required by law enforcement or court order

7. Health & Safety Policy

All staff are responsible for maintaining a safe environment.

Responsibilities:

- Complete risk assessments when required
- Report hazards immediately
- Follow manual handling procedures
- Ensure safe transport and community outings
- Maintain first aid awareness (where trained)

Accidents:

- Record all incidents in accident book
- Inform manager immediately
- Seek medical attention if required

8. Lone Working Policy

Staff may sometimes work alone in the community.

- Staff must check in and out with management
- Location and activity must be recorded

- Staff must carry a charged phone
- Emergency procedures must be followed if risk arises
- High-risk situations must not be carried out alone

9. Medication Support Policy (if applicable)

If staff assist with medication:

- Only trained and authorised staff may support medication
- Medication must be checked against MAR charts
- “Right person, right medication, right dose, right time” must be followed
- Errors must be reported immediately
- No medication should be administered without consent and documentation

10. Professional Boundaries Policy

To protect both staff and service users:

- No personal relationships with service users
- No social media contact or “friending” service users
- No sharing personal contact details
- No outside-of-work meetings without authorisation
- Maintain consistent, fair relationships with all service users

11. Social Media & Communications Policy

Staff must:

- Not post about service users or work situations
- Not share photos of service users without consent and organisational approval
- Not identify Hummingbird Community Activities clients online
- Maintain professional tone in all communications

12. Attendance, Punctuality & Reporting Absence

- Staff must arrive on time and ready for duty

- Absence must be reported as early as possible (minimum 2 hours notice where possible)
- Repeated lateness may lead to disciplinary action
- Medical evidence may be required for long-term absence

13. Training & Development

Hummingbird Community Activities is committed to staff development.

Mandatory training may include:

- Safeguarding Adults & Children
- First Aid
- Autism awareness / learning disability support
- Health & safety
- GDPR and confidentiality
- Positive behaviour support (PBS)

Staff must complete refresher training as required.

14. Complaints & Whistleblowing Policy

Staff must report concerns about:

- Unsafe practice
- Abuse or neglect
- Poor working conditions
- Breaches of policy

Whistleblowers are protected under UK law.

Staff may report concerns directly to:

- Manager / Owner (Joanna Kusnierek)
- Local Authority Safeguarding Board
- CQC (if registered service applies)

15. Disciplinary Policy

Breaches of policy may result in:

1. Informal warning
2. Written warning
3. Final written warning
4. Dismissal (including gross misconduct cases)

Gross misconduct includes:

- Abuse or neglect
- Theft or fraud
- Serious safeguarding breaches
- Being under the influence of alcohol/drugs at work
- Serious confidentiality breaches

16. Review of Policies

These policies will be reviewed:

- Annually – 20/06/2026
- After any serious incident
- When legislation changes