

Title of Document	Professional Boundaries Policy
Name of Department	People Team

What type of document is this?	Policy	
Which Helping Hands POL/SOP/W.I does this document relate to?		Reference number of POL/SOP/W.I

Which Operational Priority/Priorities does this document link to?	Governance Framework	People, Performance & Culture		

Custodian of document	Chief People Officer	Committee/Group responsible for this document	Policy Committee
Approval date and committee chairperson signature	02.07.2025	When is its next scheduled review?	02.07.2028

Who does it apply to?	All Helping Hands staff at the facility					
	Does it apply to bank workers?	No	Does it apply to agency staff?	No	Does it apply to third party contractors?	No

Purpose of the Policy	Helping Hands are dedicated to ensuring that we provide person-centered care to our customers. We understand that close relationships can develop between our customers and colleagues. However, we rely on our colleagues to represent Helping Hands in a warm, friendly, and professional way, continuing the excellent reputation we have built over the years.
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ROLES AND RESPONSIBILITIES

Role	Responsibility
Chief People Officer	Is responsible for reviewing and updating this policy and ensuring that the policy is communicated across the company through the Senior Management Team(s)
Helping Hands Managers	Is responsible for implementing and embedding this policy within all teams across the company
Helping Hands Employees	Is responsible for adhering to this policy as directed by line managers

1. What are professional boundaries?

Professional boundaries are the limits to the relationship between someone in a professional role and the person in their care, the borders that mark the edges between a professional relationship and a personal relationship.

It is essential that colleagues are always mindful of their role and responsibilities and remember that they represent Helping Hands both in and outside of the customer's home.

2. How to ensure professional boundaries are maintained.

Colleagues must remain professional within a customer's home, this includes with the customer, their families and other health and social care professionals. This can be facilitated by:

- Acting with honesty, integrity and with respect for the customers' home and property always.
- Treating customers and colleagues with consideration and courtesy.
- Ensuring all communication is appropriate while you are representing the company.
- Keeping personal affairs or the affairs of other Helping Hands customers and colleagues confidential.
- Only accepting money from a customer for shopping that aligns with the pre agreed care plan. A colleague must ensure that all financial transactions are recorded in the financial assessment within the support plan. That any receipts are given to the customer, and a signature must be obtained from the customer or their representative.

3. What amounts to a breach of professional boundaries?

Serious or repeated breaches in professional boundaries may result in disciplinary action. Colleagues must refrain from:

- Bringing family, friends, or pets to the customer's home.
- Sharing the address of a customer with anyone outside of Helping Hands.
- Confidential information must not be disclosed to an unauthorised third party at any time, either during or after employment.
- Privately meeting or socialising with the customer outside of the working agreement, without consent from their line manager.

- Smoking or consuming alcohol whilst in the customer's home, even if invited to do so.
- Accepting money for any other reason than stated in the care plan. If colleagues are presented with money this must be reported to their line manager.
- Ordering personal post to be delivered to the customer's address, without approval from their line manager.
- Signing up, enrolling, or subscribing, in any capacity, to products or organisations using the customer's address. This can include but is not limited to credit cards, polling, or mobile phone contracts.
- Obtaining rewards points from the customer's shopping transactions, such as supermarkets or for any other purchase (i.e. Tesco Clubcard points).
- Witnessing or in any other way being involved with, customers' wills or legacies.
- Exchanging bank details with the customer or their family.
- Recording or taking photographs of the customer or their family.
- Recording, taking photographs or sharing data about colleagues / peers without their consent.
- Lending any personal items to their customer, or in return borrowing items from the customer.
- Performing, arranging, or conducting any work or activity which could be construed as being in competition with the interests of the company.
- Using personal mobile phones during work hours unless they have authorisation from their Line Manager, or they are on a pre-agreed break.
- Discussing conspiracy theories and sensitive topics with customers.
- Enforcing private opinions or enforcing their lifestyle on the customer's whilst in their home.
- Garnering "favors" for monetary or any other gain.

Please note this list is not exhaustive.

If a colleague requires any further clarity on what constitutes a professional boundary, they should speak with their line manager in the first instance or the People Advice team.

TRAINING

Is training required?	Not applicable
Details of training	N/A

COMPLIANCE

How is compliance with the POL going to be monitored	Monitored through supervision, direct observations, employee one-to-ones, feedback and complaints.
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Positive / Negative / N/A	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	N/A	
• disability?	N/A	
• gender reassignment?	N/A	
• pregnancy and maternity (which includes breastfeeding)?	N/A	
• race (including nationality, ethnic or national origins or colour)?	N/A	
• marriage or civil partnership?	N/A	
• religion or belief?	N/A	
• sex?	N/A	
• sexual orientation?	N/A	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	N/A	
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	N/A	
• What alternatives are there to achieving the document's aim without the impact?	N/A	
• Can the impact be reduced by taking different action?	N/A	
• Is there an impact on staff, client or someone else's privacy?	N/A	

What was the previous version number of this document?	Version 2	
Changes since previous version	<ul style="list-style-type: none"> Added to new template 	
Who was involved in developing/reviewing /amending the POL?	Chief People Officer People Advisor Team Lead HR Business Partner	
How confidential is this document?	Restricted	Can be shared freely within Helping Hands but NOT outside

References

Associated Documents	