



## Our rules for how health and care professionals behave



EasyRead version of:  
Health and Care Professions Council (HCPC)  
Standards of conduct, performance and ethics



Our rules for how health and care professionals behave



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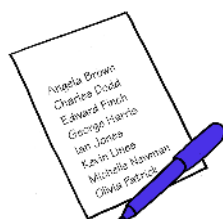
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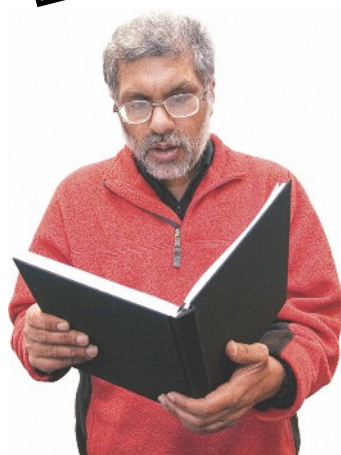


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## About this booklet

The Health and Care Professions Council (HCPC) wrote this booklet.



It tells you about our rules (known as standards) about how people on our list should behave.



## About the HCPC

Our job is to protect the public. We make sure the people on our list are doing a good job.



People who go on our list must keep to our rules about:

- training



- skills



- how they behave



- their own health.



Health and care professionals are people like:

- physiotherapists



- social workers



- speech and language therapists.



On page 24 here is a list of all the 16 professions.





## About the rules

### What the rules mean for health and care professionals

People who are on our list must know and understand the rules.



When people ask to go on our list they must:

- sign to say they have read the rules



- keep to the rules.



### What the rules mean for you

The rules help you know what to expect from someone who is giving you treatment or care.



**Fitness to Practise** is how we talk about people knowing how to give safe treatment or care.



You can tell us if you are not happy with what a health or care professional does.



Page 21 in this booklet tells you how to do this.



## What the rules say

There are 10 rules.



Health and care professionals on our list must:

**1.** Do what is right for you



**2.** Communicate in the right way



**3.** Only do what they know and understand





4. Know how to support other people they have asked to support you



5. Keep your information safe



6. Keep people safe



7. Speak up about safety



8. Be honest if things go wrong



9. Be someone you can trust



10. Keep good records about their work.



Professionals must think about how they work and how they behave.



They must make good decisions and be able to say why they decided to do something.



They might need to talk to other people before they decide how to care for you or treat you.



The next part of this guide says more about each rule.



## 1. Do what is right for you

### People on our list must:

- Treat you as an individual
- Think about how you feel and what is important to you
- Work with you and your carers and involve you in your care or treatment
- Make sure you have information to help you decide about care or treatment







- Help you keep yourself healthy and well



- Ask if you agree before they give you care, treatment or other services. If you cannot make a decision for yourself, they must understand what the law says they should do



- Treat everyone equally and fairly and speak up if anyone treats someone unfairly



- Not let their own feelings or ideas affect the way they work with you or other people





- Do their job professionally and not behave as if they are your friend or partner.



## 2. Communicate in the right way

**People on our list must:**

- Be polite and think about what they say



- Listen to you and think about what you need and want



- Give you information in a way you can understand



- Give you any support you need to help you communicate



- Share information to help other people support or care for you



- Communicate in the right way. This includes using things like Facebook properly.

### **3. Only do what they know and understand**

#### **People on our list must:**



- Only do work they are trained to do and understand



- Send you to another health or care professional if they cannot help you



- Have up to date skills and know about changes to the law or rules



- Listen and learn from other people

#### **4. Know how to ask other people to support you**

##### **People on our list must:**



- Make sure that people they ask to support you have the right skills and know how to work with you safely



- Support anyone they ask to work with you.



## 5. Keep your information safe

**People on our list must:**

- Keep information about you private



- Only share your information if you say they can, if the law says they can or to keep someone safe.



## 6. Keep people safe

**People on our list must:**

- Do all they can to keep you and people they work with safe





- Not do anything to harm you or let anyone else harm you



- Stop working or change the way they work if they are not well and could harm other people.



## 7. Speak up about safety

### People on our list must:

- Speak up if they think something is unsafe and help other people to speak up too



- Speak up if they are worried that a child or adult who might be at risk is not safe. Check what has been done





- Think about safety before anything else.



## 8. Be honest if things go wrong

**People on our list must:**

- Tell you if they think something is wrong with your care or treatment



- Do something about it



- Tell you why something has gone wrong or make sure someone else tells you



- Support you to complain



- Give you a helpful and honest answer if you complain.

## 9. Be someone you can trust

**People on our list must:**



- Behave in a way that makes you trust them



- Be honest about their skills and training and make sure they always tell the truth about them



- Tell other people if there is something that might make it difficult for them to do their work or treat people fairly



- Tell us if they have been in trouble with the police or there is a problem with the way they work or behave



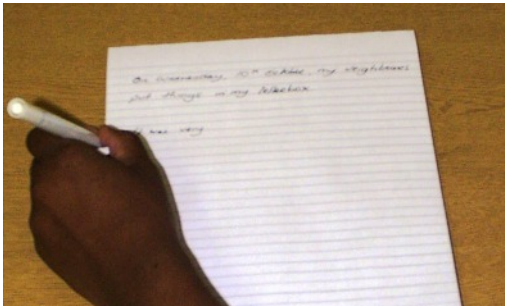
- Help anyone who is looking into a complaint about you or another health or care professional.

## 10. Keep good records about their work

### People on our list must:



- Keep good clear records that everyone can read and understand



- Write up notes and reports as soon as they can



- Keep this information somewhere safe where they will not be lost or damaged.



# How to complain about someone on our list



Anyone can make a complaint about someone on our list.



You can tell us if you are not happy with what a health or care professional does.



We will look to see if they have kept to the rules.



We will then decide whether to take action or not.





If we decide to take action, this can include stopping them from working.



**How to make a complaint to the HCPC** is an EasyRead booklet that tells you how to complain about someone on our list.



It is on our website at:  
**[www.hcpc-uk.org/publications](http://www.hcpc-uk.org/publications)**



Or you can telephone us to ask for a copy.



## How to contact us

Telephone:

**0845 3004 472 or**

**0207 8409 814**



Website:

**[www.hcpc-uk.org](http://www.hcpc-uk.org)**

Write to:



**The Health and Care Professions  
Council  
Park House  
Kennington Park Road  
London  
SE11 4BU**

# People on our list

These are the people on our list who must keep to our rules:



- **arts therapists** - who use art, drama or music in therapy



- **biomedical scientists** - who do tests to help doctors find out what is wrong with people



- **chiropodists and podiatrists** - who look after people's feet



- **clinical scientists** - who do health research



- **dieticians** - who help with healthy eating



- **hearing aid dispensers** - who sell and fit hearing aids



- **occupational therapists** - who help people do everyday things to become more independent



- **operating department practitioners** - who work in hospital operations





- **orthoptists** - who deal with serious eye problems



- **paramedics** - who give emergency care



- **physiotherapists** - who help people move better



- **practitioner psychologists** - who look at how people behave and can help you understand and change how you behave or do things





- **prosthetists and orthotists** - who work with people who need things like a false leg or a neck brace



- **radiographers** - who take scans, x-rays or help treat things like cancer



- **social workers in England** - who help and support people to manage their life



- **speech and language therapists** - who help people who have difficulty talking or swallowing



You can check if someone is on our list by looking on our website or telephoning us.



You will need to know their name or registration number.

## Credits



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