

Welcome to Camden Carers

Carer Code of Conduct for our services

We want everyone here, both carers and staff, to feel safe, supported and respected. This handbook explains how we should treat each other to keep things friendly and positive.

We talked to carers, our Equality and Diversity Working Group, and staff from Camden Carers to create this guide.

What we expect from our staff members and from you:

At Camden Carers, you might talk to staff or professionals one-to-one or in groups. You could also meet other carers during activities or events, whether in person, on the phone, or at online meetings.

Please always respect staff and other carers:

- Be kind and respectful to staff, carers, and everyone at our events.
- Be considerate and think about how your actions affect others.
- Don't make personal comments about someone's gender, ethnicity, disability, appearance, sexual orientation, religion, social background, or age.
- Be mindful of what you say and avoid micro-aggressions. Micro-aggressions are hurtful comments, whether intentional or not, based on someone's personal characteristics. [This video](#) has an example.
- If a staff member points out that something you've said might be inappropriate, it is important to try and understand why.

Unacceptable behaviour:

- Don't use abusive, discriminatory or threatening language. This could be comments about someone's gender, ethnicity, disability, appearance, sexual orientation, religious belief, social background, or age.
- Don't make gestures or comments that could make someone feel uncomfortable. This includes unwanted verbal or physical actions.
- Don't bully or harass others. This means no offensive behaviour that could hurt the person and their confidence.
- Don't attend or engage with services after consuming alcohol or drugs, unless these have been prescribed for your personal use by a medical professional.

If the above guidance is not followed, we will need to discuss this with you. This may involve discussing what happened and agreeing on steps to ensure everyone feels safe and respected.

What we expect from our staff:

- Our staff will respectfully address inappropriate or rude behaviour, and understand that you might not mean to say something inappropriate or discriminatory.
- If you keep acting in an inappropriate or discriminatory way, you may be asked to leave an activity, appointment or event, and a manager may contact you.

We have a [Language Guide](#) to help everyone speak about different groups of people in a respectful way. Our Equality and Diversity Working Group regularly updates this guide.

If you face negative treatment:

As a carer, you deserve to be treated with respect. Our staff aim to treat everyone fairly.

If you feel you've been treated unfairly or discriminated against by a staff member or another carer, you can make a complaint. We will handle complaints seriously and fairly.

Steps to raise a complaint:

1. You can tell a staff member about your complaint, either verbally or in writing. We will first try to resolve the issue informally.
2. If you are not happy with how the complaint is handled, please follow Camden Carers complaints procedure. You can request a copy of this from info@camdencarers.org.uk.

Further information:

By registering with Camden Carers, you are agreeing to follow the guidance laid out above.

If you have any thoughts or questions about this handbook, please email: info@camdencarers.org.uk