

# **Health Professionals Council of Seychelles (HPC)**

*The Health Professionals Council of Seychelles is the national body with the mandate to promote and uphold the highest possible standard of practice of Health Professionals in the country. To do this, HPC keeps a register of eligible Health Professionals, monitors their competence, regulates their performance and inquire into allegations of professional misconduct and malpractice by Health Professionals.*

## **Standards of Conducts, Performance & Ethics of the Health Professional Council of Seychelles – The Standards**

*This document sets out the standards of conduct, performance and ethics for HPC members. The Standards set out in broader terms how we expect registered members to behave. Health Professionals registered with HPC must familiarise themselves with the Standards. As a registrant, you are personally accountable for your behavior and practice. You will need to use your judgment so that you make informed and reasonable decisions about your practice and meet The Standards.*

***As a registered member, you are expected to practice the following standards***

- 1. Promote and safeguards the interest of service users***
- 2. Communicate appropriately and effectively***
- 3. Keep within your scope of practice***
- 4. Delegate appropriately***
- 5. Respect confidentiality***
- 6. Manage risk***
- 7. Reduce risk of infection and Report concern about safety***
- 8. Be open when things go wrong***
- 9. Be honest and trustworthy***
- 10. Keep records of your work***

***1. Promote and safeguards the interest of service users***

***Treat service users as individuals. Respect their privacy and dignity. Involve them in decisions about the care, treatment and other services you are providing them. Always empower clients and patients to take responsibility of their own health and wellbeing and support them to make informed decision.***



*You must make sure that you have the **informed consent** of service users or other appropriate authority before you provide care, treatment or other services.*

***Do not discriminate** against service users and colleagues by allowing your personal views to affect your professional relationship or the services that you provide. You must challenge discriminatory attitudes or behaviours. You must at all times maintain appropriate professional boundaries in your relationships with service users.*

## **2. Communicate appropriately and effectively** **Be polite, patient and considerate**

*When communicating with clients or patients. You must listen to them and take into account their needs and wishes. Give them information they want or need to know in a way they understand. You must make sure that arrangements are made, where possible, to meet service users' language and communication needs.*



*Work effectively with your colleagues. You must collaborate and share your skills, knowledge and experience for the benefit of your clients and patients.*

*Use all forms of communication appropriately and responsibly, including any use of social media and networking websites.*

### **3. Keep within your scope of practice**

*Work within the limits of your knowledge and skills by only practicing in the areas in which you have appropriate knowledge, skills and experience to do so. You must refer a client or patient to another practitioner if the relevant services they require are beyond your scope of practice.*

*Keep your knowledge and skills up to date and relevant to your scope of practice, including undertaking continuing professional development. You must keep up to date with, and follow, any law, regulations or guidance which applies to your practice. You should seek and listen to feedback from others and use it to improve your practice.*

#### **4. Delegate appropriately**

*You must make sure that anyone you delegate work to has the knowledge, skills and experience to carry it out safely and effectively. Continue to provide appropriate oversight and support to those you delegate work to. You must not ask other people to do work which is outside their scope of practice.*

#### **5. Respect confidentiality**

*You must treat information about service users as confidential and use it only for the purpose for which it is intended. You must only release confidential information where you have permission, where required to do so by law. In exceptional circumstances, where there is an overriding public interest need to do so, such as where this is necessary to protect public safety or prevent harm to other people, guidance from other authorities should be sought before releasing confidential information.*



## **6. Manage risk**

*You must take all reasonable steps to **identify and minimize the risk of harm** to service users. You must not do anything, or allow someone else to do anything, which could put the health or safety of a client or patient at unacceptable risk. Manage your health. Make changes to your practice or stop practicing if your physical or mental health could adversely affect your performance or judgment or otherwise put others at risk.*

## **7. Reduce risk of infection and Report concerns about safety**

*Your safety and well-being, and that of your service users, should always be first. You should recognize and apply evidence-based procedures to **prevent risk of infecting yourself or your client or patient** when providing them with a service. You must report any concerns about their safety and well-being promptly and appropriately and support others to do the same. Take appropriate action if you have any concerns. Follow-up any concerns you have reported and escalate them wherever necessary.*



## **8. Be open when things go wrong**

*You must tell clients or patients when you become aware that something has gone wrong with the services that you provide and take action to put matters right. You must make sure that those affected receive a full and prompt explanation about what has happen and any likely effects. You must give a constructive and honest response to anyone who complains about the services they have received.*

## **9. Be honest and trustworthy**

*Conduct yourself professionally at all time. You must make sure that your conduct justifies public trust and confidence in you and your profession. You must be honest about your experience, qualifications and skills. You must declare issues that might create conflicts of interest and make sure that they do not influence your judgment or practice.*

*You must tell the Council as soon as possible if you accept a caution from the police or you have been charged with, or found guilty of a criminal offence*

*or if you have had restriction placed on your practice by an employer. You must co-operate with any investigation into your conduct or competence, or the conduct or competence of others.*

#### **10. *Keep records of your work***

*You must keep full, clear, accurate and legible records for everyone you care for, treat or provide other services to. You must complete all records promptly and as soon as possible after the service is provided. You must keep information in records secure by protecting them from loss, damage or inappropriate access.*