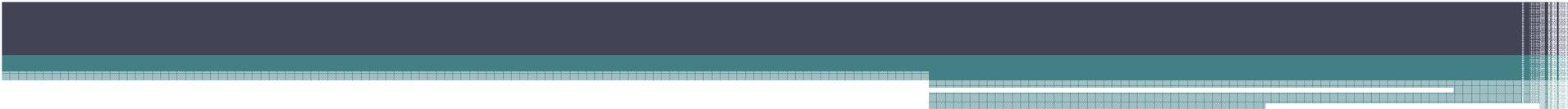


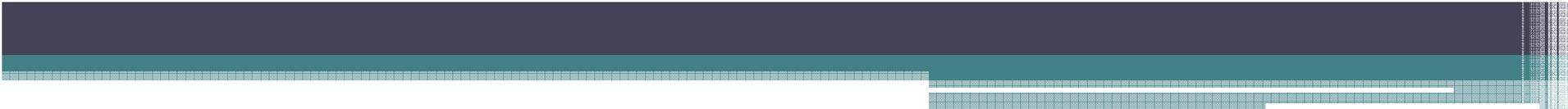
# Managing Boundaries in Care Work

Khadija Patel



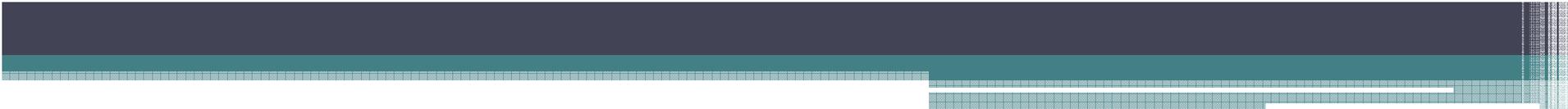
# Outcomes of workshop

- focus on how to be clear about your personal and professional boundaries when working with people with care and support needs
- interactive workshop



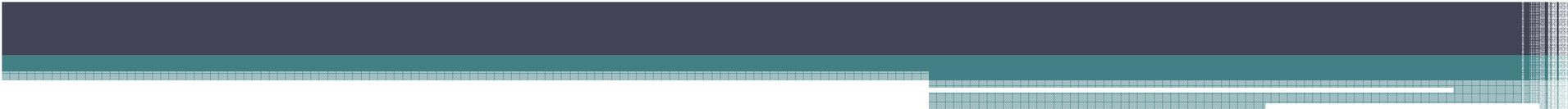
.....professional boundary’ is the “boundary between what is acceptable and unacceptable for a professional both at work and outside work”.

General Social Care Council (2011 ) p 5



# Professional standards and codes

- National Care standards
- SSSC - Code of Practice for Social Service Workers



# Removal from the Register

- **Failure to treat people who use social services with dignity and respect**
- **Medication administration failures**
- **Attending work under the influence of alcohol**
- **Dishonesty**
- **Behaviour towards colleagues**

12/3/14 **Your fitness to practice as a worker in a care home service for adults** <http://ssscnews.uk.com/2014/03/fitness-practice-worker-care-home-service-adults/>

# The Importance of Boundaries

## Clear boundaries:

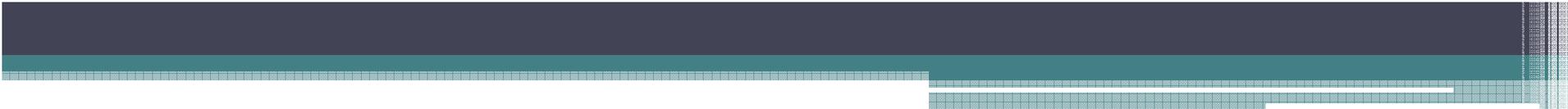
- Demonstrates a positive relationship between yourself and the user
- It is clear what your role and responsibilities are
- And that you are there to support the individual but not to take over
- Reduces client anxiety as rules and roles are clear

## If boundaries are unclear

- User is unclear about your roles
- Could put yourself and others at risk
- That users may feel abandoned
- Your reputation or profession may be compromised
- May create mistrust in other professional relationships

Scenarios	Unclear boundaries
<b>Intimacy</b>	<ul style="list-style-type: none"> <li>• Sexual contact</li> </ul>
monetary gain	<ul style="list-style-type: none"> <li>• significant gifts</li> <li>• not borrow from or lend money to clients or bartering</li> </ul>
<b>Sharing information/Self disclosure</b>	<ul style="list-style-type: none"> <li>• telling a client about your personal life</li> </ul>
<b>Contact</b>	<ul style="list-style-type: none"> <li>• contacting outside your working hours</li> </ul>
<b>Unintentional contact - meeting a client in the shops, attending a family gathering</b>	<ul style="list-style-type: none"> <li>• ones in which we try to minimize risk to the client</li> </ul>
<b>Wanting to help - you give a client your old computer because she needs it for her studies; a client needs a ride home.</b>	<ul style="list-style-type: none"> <li>• bribe, create dependency</li> </ul>
<b>Meeting a client's relative</b>	<ul style="list-style-type: none"> <li>• divulging information</li> </ul>

Scenarios	Clear boundaries
<b>Intimacy</b>	<ul style="list-style-type: none"> <li>• holding the hand of a client</li> </ul>
<b>Monetary gain</b>	<ul style="list-style-type: none"> <li>• sending a card</li> </ul>
<b>Sharing information/Self disclosure</b>	<ul style="list-style-type: none"> <li>• sharing information may enhance the relationship with a client</li> </ul>
<b>Contact</b>	<ul style="list-style-type: none"> <li>• mobile number may be the only way you provide a service</li> </ul>
<b>Unintentional contact - meeting a client in the shops, attending a family gathering</b>	<ul style="list-style-type: none"> <li>• wait for them to acknowledge</li> </ul>
<b>Wanting to help - you give a client your old computer because she needs it for her studies; a client needs a ride home.</b>	<ul style="list-style-type: none"> <li>• charity</li> </ul>
<b>Meeting a client's relative</b>	<ul style="list-style-type: none"> <li>• encourage the person to see the client themselves</li> </ul>

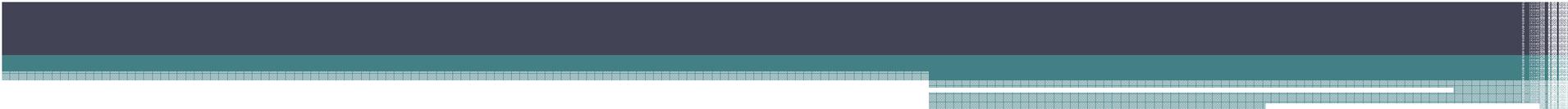


# activity

- The type of situations you may come across and what can you do?
- Share example with your peer(s)
- Now look at the SSSC and see which code matches up to what you did or could have done

# What can care workers do to ensure they are able to appropriately manage professional boundary issues?

- **understand your Job: Your Role at Work**
- **clear agreement of what you're there to do**
- **when the boundaries have been crossed – going over your agreement in a sensitive manner, emphasising the relevance of healthy boundaries and ask clients to explain what it means – different understandings**
- **record-keeping**
- **use supervision**
- **if they are known to services**
- **ensure that you are familiar with the standards set by your regulator and their policies**
- **it is your responsibility to ensure that your relationship with service users remains a professional one. (GSCC, 2011p26)**



## When looking at boundaries

- Client's best interest?
- Whose needs?
- How would I feel telling a colleague about this?
- How would this be viewed by the client's family or significant other?