



# CODE OF CONDUCT

**Members of Local Associations affiliated to the NCHA are required to observe the following Code of Conduct**

1. To act in such a manner as to enhance the reputation of care homes in general and member homes of the Association in particular.
2. To uphold the Residents' Charter.
3. To provide a standard of care that encourages residents to have as high a quality of life as possible within the limitation of their physical, intellectual and emotional needs.
4. To administer the home in a professional, proper and safe manner.
5. To keep proper records as required by the Local Association, by Government and by other authorised agencies.
6. To be honest, ethical and sympathetic in all dealings with Residents and their affairs.
7. To uphold the current policies of the NCHA and the Local Association.
8. To encourage and facilitate the monitoring of the home by Authorised Officers of the Association whenever required.

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