



Personal/professional boundaries Policy

Person Responsible **Operations Manager**

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Approved by **SMT**

DOCUMENT HISTORY

Date	Author/Editor	Summary of Changes	Version No.
01/10/24	Denise McGregor	New policy	1

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CONSULTATION AND RATIFICATION SCHEDULE

Name of Consultative Body	Date of Approval
Senior Management Team	23/10/24

Primecare Health LTD Values

Primecare Health LTD are true to the core purpose of our organisation and the services we deliver.

Working within these values will guide and deliver our vision and mission of Primecare Health Ltd.

LIKE IT....

Listen – always with interest, concern, and action.

Inspire – through every interaction so people can achieve their ambitions.

Kind – genuine care and compassion

Excellence – by striving to be the best we can.

Integrity – acting ethically and being accountable.

Trusting – rely upon us to do what we say we will do.

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1. Purpose

- To establish clear boundaries that protect the integrity of the client-staff relationship and promote a safe environment for all parties involved.

2. Scope

- This policy applies to all staff members, volunteers, and contractors within Primecare Health.

3. Definition of Boundaries

- **Personal Boundaries:** The physical, emotional, and social limits that define how individuals interact.
- **Professional Boundaries:** The ethical and professional limits that protect the Service user's welfare and the staff's responsibilities.

4. Importance of Boundaries

- Maintains a professional relationship.
- Protects Service users from potential exploitation or harm.
- Reduces the risk of burnout and emotional distress among staff.

5. Guidelines for Maintaining Boundaries

- **Professional Conduct:** Staff must conduct themselves in a manner that reflects Primecare Health's values and ethical standards.
- **Service user Interaction:** Limit personal disclosures and maintain a focus on the Service user's needs. Avoid dual relationships (e.g., friendships outside of work).
- **Communication:** Use professional language in all communications, including social media. Avoid sharing personal contact information unless necessary for service delivery.
- **Physical Boundaries:** Be mindful of personal space and touch. Obtain consent before any physical contact (e.g., assistance, comforting gestures).
- **Emotional Boundaries:** Be empathetic without becoming overly involved. Recognise signs of transference and countertransference.

6. Reporting Violations

- Any breaches of this policy must be reported to Management immediately.
- Confidentiality will be maintained during the reporting process.

7. Training and Support

- Regular training sessions on boundary issues will be provided.
- Staff will have access to supervision and support to discuss boundary-related challenges.

8. Policy Review Statement

This policy will be reviewed every three years or earlier if required due to legislative updates.

9. Conclusion

Adhering to these boundaries is essential for maintaining a professional and safe environment for both clients and staff.