

Professional Principles when working with people

Duty of care and safeguarding

- Professionals must protect service users from harm, abuse, neglect, and risk. (p. 81)
- Acting promptly and escalating concerns is part of professional responsibility. (p. 81)

Understanding risk, vulnerability, and resilience

- Risk assessment is essential for safety in practice. (pp. 79–80)
- Vulnerability is susceptibility to harm and may be short- or long-term. (p. 80)
- Resilience supports coping and reduces the impact of adversity. (p. 80)

Professional accountability

- Professionals are responsible for their decisions, actions, and behaviours. (p. 88)
- Professionals must follow codes of conduct and regulatory standards. (p. 88)

Autonomy in practice

- Practitioners should make independent, informed decisions. (pp. 88–89)
- Autonomy is closely linked with accountability in professional roles. (p. 88)

Effective communication

- Communication (verbal and non-verbal) is essential for assessment and safety. (pp. 81–82)
- The practitioner builds trust, supports safeguarding through accurate information gathering and dissemination. (p. 81)

Person-centred care

- Service users should be involved in their own care and decision-making. (p. 82)
- The practitioner promotes independence, choice, and better outcomes on an individual basis. (p. 82)

Evidence-based practice (EBP)

- The practitioner combines research evidence, practitioner expertise, and service user values in their practice. (p. 84)
- They ensure safe, effective, and high-quality care delivery. (p. 84)

Professional skills and competencies

- Includes observation, communication, and critical thinking skills. (p. 81)
- These are developed through education, training, and experience. (p. 84) ²

Leadership and role modelling

- Professionals should promote safe, high-quality care and lead by example. (p. 81)
- Leadership includes acting on concerns and supporting good practice. (p. 81)

Reflective practice and continuous development

- Reflection and supervision help improve skills and confidence. (p. 81)
- Ongoing development is essential for professional competence. (p. 81)

Ethical and legal practice

- Practice is guided by legislation (e.g., Equality Act 2010) and professional regulation. (p. 79)
- Professionals must act ethically and within legal frameworks. (p. 79)