

Lunch and learn - HCPC Standards

Presented by
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What are we covering today?

- What are the HCPC standards and why are they important for occupational therapists?
- Changes to the HCPC Standards of Conduct of Performance and Ethics
- How RCOT can support you in practice



HCPC standards



Refresher – what are the HCPC standards?

- HCPC Standards of proficiency for occupational therapists
- HCPC Standards of conduct, performance and ethics
- HCPC Standards of continuing professional development



New and updated HCPC standards of conduct, performance and ethics



HCPC standards of conduct, performance and ethics

- **Six** of the ten standards have been updated (in bold):
- **1. Promote and protect the interests of service-users and carers**
- **2. Communicate appropriately and effectively**
- **3. Work within the limits of your knowledge and skills**
- 4. Delegate appropriately
- 5. Respect confidentiality

HCPC standards of conduct, performance and ethics

- **6. Manage risks**
- **7. Report concerns about safety**
- **8. Be open when things go wrong**
- 9. Be honest and trustworthy
- 10. Keep records of your work

1. Promote and protect the interests of service-users and carers

- The standards have been updated with active language to **better support equality, diversity, and inclusion**, aligning with the latest proficiency standards
- Registrants are required to **empower service users**, ensuring they can actively participate in their own health decisions
- Stronger standards on discrimination call for fairness, **proactive management of personal biases**, and **reporting discriminatory behaviour** in colleagues
- The updated standards on professional boundaries emphasise the importance of **managing power dynamics and communication** within both professional and social settings

2. Communicate appropriately and effectively

- Updated standards stress **respectful and responsible communication** across all mediums, including social media, with an emphasis on clarity, accuracy, and professionalism
- Registrants are asked to make practicable efforts to meet the **diverse communication needs of service users** and carers
- A new standard encourages **respectful, considerate interactions with colleagues** to support positive professional relationships
- New **social media guidelines** reinforce the importance of fact-checking and discourage misinformation, helping registrants uphold public trust and promote a reliable image in the health and care sector

3. Work within the limits of your knowledge and skills

- The updated standards clarify the link between **scope of practice and safe, effective practice**, especially for those taking on new roles
- Registrants are expected to practice **only within their verified knowledge, skills, and experience** to meet service user needs
- To expand their practice scope, **registrants must pursue relevant additional training**
- A clear referral process is emphasized, specifying that registrants should **refer service users to practitioners with the necessary expertise** to ensure safe, effective care

6. Manage risks

- Updated standards clarify that registrants with health conditions or disabilities **can continue practicing if they make adjustments** to ensure safe and effective care, only stopping if adjustments are not possible
- Registrants must **assess whether their health affects their practice**, seeking evaluation from a health professional if unsure
- **Adjustments to practice are encouraged**, with flexibility around what these might entail, based on individual roles, contexts, and health needs
- The standards **promote supportive, inclusive practice**, allowing registrants to maintain their careers while prioritising safety and effectiveness

7. Report concerns about safety

- Registrants **must raise concerns** regarding colleagues if they witness **bullying, harassment or intimidation** of a **service user, carer** or another **colleague**
- This should be done following the **relevant procedures** within the registrant's practice or organisation and **maintaining the safety of all involved**

8. Being open when things go wrong

- New standards guide registrants in **handling situations openly and responsibly when things go wrong**, aligning with clear procedures to reduce stress during challenging situations
- Registrants are expected to **notify their employer and inform service users or carers**, explaining the circumstances and impact of any incident
- A specific duty to **apologise to service users or carers is highlighted** as essential to uphold professional integrity and trust
- Registrants are encouraged to familiarise themselves with their **employer's internal procedures** to better manage incidents in line with updated guidance

HCPC resources

- [Revised standards webpage](#)
- [Awareness poster](#)
- HCPC webinar series covering key changes to [scope of practice](#), [getting it right when things go wrong](#) and the [challenges and opportunities of using social media](#).
- New [guidance on social media](#)



Supporting you in practice



Professional Advisory Service

- The Professional Advisory Service (PAS) is a RCOT member-benefit, here to help you with all aspects of professional practice in the workplace, for example:
 - Professional standards
 - Returning to practice
 - Fitness to practice
 - Scope of practice
 - Insurance



Professional Advisory Service

- To contact PAS call 020 3141 4630 or email professional.advisoryservice@rcot.co.uk
- We're open Monday to Friday from 9am to 5pm.
- We aim to respond to enquiries within 7 working days



UNISON

- All RCOT members are members of UNISON (except for those who are wholly self-employed or employed overseas)
- UNISON represents members in many ways, from advising and supporting individual members about a problem at work, to using its voice to influence decision-making at a national level, that will affect all occupational therapy staff
- RCOT and UNISON work together to make sure our members concerns are heard – whether it's about pay, health and safety, discrimination or the future direction of occupational therapy services

Your CPD portfolio

- A place to capture your lifelong learning and development, no matter your role or career stage
- Thousands of members have signed up already!
- Members tell us they love being able to record CPD and evidence on the go, and that it's very easy to use
- Supports you to meet the [HCPC CPD standards](#)

Key resources

- Gain access to the [PAS service](#)
- Learn more about our [CPD resources](#)
- Find further information about [RCOT Communities](#)
- Browse through our [Digital Library](#)
- Find out more on upcoming [Events](#)
- Find out more about our [Research](#) resources
- Learn about the membership benefit of [Indemnity insurance](#)

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- **Instagram:** [@the.rcot](https://www.instagram.com/the.rcot)
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Key contacts

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