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TOPHOUSE – Towards Person Centered Housing Services in Europe
2017-1-AT01-KA202-035029

M3. Professional boundaries



Housekeeping

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- Knowledge, skills and behaviours audit
- Action planning logs
- Refreshments
- Fire alarms and exits
- Toilets
- Breaks
- Finish time





Purpose of the training

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- TOPHOUSE Erasmus+ funded resources support staff in undertaking person centred integrated housing and support assessments
- Suite of training modules covering 11 different learning outcomes
- This training contributes to the learning outcomes
 - LO1 Work in a person-centred way
 - LO2 Treat Service User with dignity and respect
 - LO5 Build trusting relationship with service users
- Co-delivered by a service user with ‘lived experience’ and a technical trainer



Learner Agreement

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- Respect others and their experience, knowledge and skills
- Contribute and allow others to contribute
- One voice at a time
- Ask questions seeks clarification
- Confidentiality
- Time-keeping
- Mobiles off silent and out of sight please





Objectives of module

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- By the end of this module you will be able to:
 - Describe the term Professional Boundaries
 - Clarify what behaviour breaches Professional Boundaries
 - Identify examples of a breach in Professional Boundaries
 - Appreciate the potential consequences when Professional Boundaries are not maintained
 - Use tools to maintain Professional Boundaries



Rights of service users – Convention to Practice.....a golden thread

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- EU Convention on Human Rights (Legislation)
 - Article 3 Prohibition of torture – includes degrading treatment
 - Article 5 Right to liberty and security of person
 - Article 8 Right to respect for private and family life, home and correspondence
- UN Convention on the Rights of Persons with Disabilities (ratified by EU Countries)
 - Respect for rights and dignity of people with disabilities
- Irish Human Rights and Equality Act 2014
- <https://www.youtube.com/watch?v=ew993Wdc0zo> 2.30
- <https://www.youtube.com/watch?v=pRGhrYmUjU4> 2.08



Customer Journey

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What are Professional Boundaries

- Boundaries are about: needing space, setting limits, determining acceptable behaviour, or creating a sense of autonomy,
- The concept and practice of ‘professional boundaries’ separates the supportive and befriending behaviour of staff from any behaviour (well intentioned or not) that could lessen the benefit of a service to a service user.
- The ability to know where you end and where another person begins.
- When you know where you end and others begin, you can then closely engage with others because you won’t feel overwhelmed or unprotected.



What defines a professional relationship

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- Remuneration – Salary to support
- Length of relationship – Time-limited
- Location of relationship – Where assessment (or other task) is undertaken
- Purpose of relationship – A purpose: e.g. goal to assess client
- Structure of relationship – Worker provides service to service user
- Power balance – Worker with more power
- Responsibility for relationship – Worker
- Preparation for relationship – Worker requires formal knowledge, preparation, orientation and training
- Time spent in relationship – Contracted hours



Boundary Issues for service users

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- Service users provide a lot of personal information; worker does not: power balance one sided
- Loss of privacy/space
- Loss of confidentiality
- Loss of autonomy/control
- Labelling
- Group identity
- Rules, regulations, norms



Appropriate Boundary Indicators

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- Staff perform duties within a legislative framework.
- Non judgemental/unbiased
- Working with service users – assessment of housing and support etc.
- Workers recognise own weaknesses and how these may affect service users.(personal/work related stress/subject to abuse)



Consequences of poor boundaries

- Dependency
- Mistrust of similar professionals
- Non-engagement
- Reluctance to seek help
- Staff conflict
- Disciplinary action
- Termination of employment
- Abuse
- Unlawful behaviour



What do professional boundaries look like

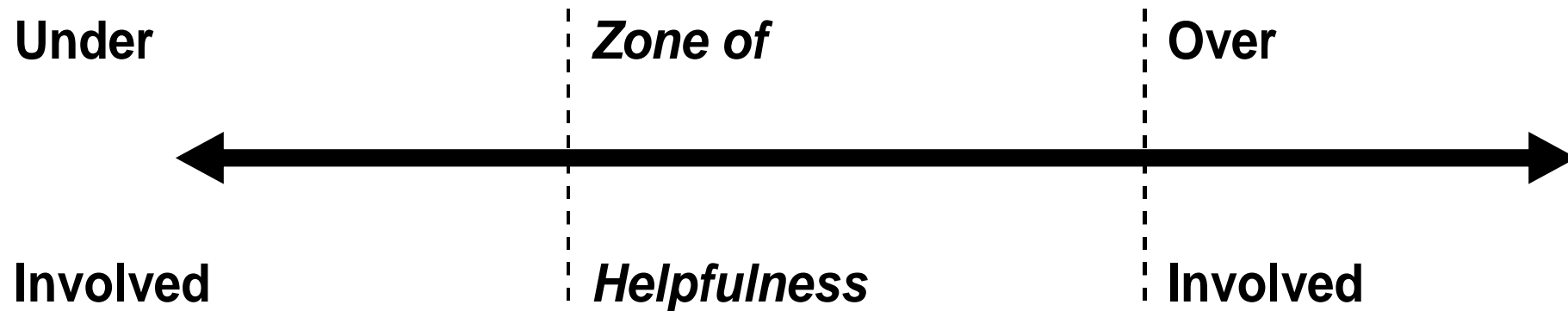
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- <https://www.youtube.com/watch?v=74kKWrhTKbl>



Limits of worker and service user relationships

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Boundary crossing and violations

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Appropriate Boundaries	Boundary Crossing	Boundary Violation
Indicators	Indicators	Indicators
<p>Staff perform duties within legislative framework. Avoid personal; bias in performance of duties. Promote service user's participation. Able to identify own strengths and limitations through supervision.</p>	<p>Spending free time with a service user. Planning others care around a service user's needs. Keeping secrets with a service user. Acting or feeling possessive about a service user Sharing personal information with a service user. Changing dress style when working with a service user.</p>	<p>Entering into a sexual relationship with a service user. Borrowing or giving money. The indulgence of personal privilege by a member of staff. Abusive or neglectful behaviour. The colluding with or involvement in illegal behaviours. The breaking of trust/divulgence of privileged or confidential information.</p>



Professional boundaries and personalisation

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- Professional boundaries should promote service user choice and control
- Change in the relationship between staff and service user driven by service user
- Redress of power imbalance between worker and service user
- Empathy and warmth but at the same time professional
- Professional boundaries – is not ‘one size fits all’; is tailored to individual and co-produced with the service user
- Boundary violations not under any circumstances but boundary crossings may be appropriate based on knowledge of service user and circumstances



Professional boundaries what can help

- Frameworks – Rules and guidance
 - Code of Conduct
 - Whistle blowing policy and procedure
- Information to service user including an easy read code of conduct
- Management and support for workers
- Training for workers and managers



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Summing up

- In this module you have learnt to
 - Describe the term Professional Boundaries
 - Identify examples of a breach in professional boundaries
 - Appreciate the potential consequences when professional boundaries are not maintained
 - Recognise the warning signs of poor boundaries
 - Use tools to maintain professional boundaries
 - Understand the importance of professional boundaries for both staff and service user
- Knowledge, skills and behaviours assessment
- Feedback sheet
- Action planning log



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