



CHARTERED
SOCIETY
OF
PHYSIOTHERAPY

Code of Members' Professional Values and Behaviour 2019



The purpose of the Code

The Code defines the professional values and behaviour that the CSP expects of ALL of its members. The Code applies to all roles in all membership categories, sectors and settings and at all career stages. It reinforces the imperative that members adhere to the law, regulatory requirements and the requirements of their employing organisations and education institutions. The Code promotes professionalism and supports members in taking responsibility for their decision-making and actions and fulfilling their duty of care to individuals with whom they interact, in their physiotherapy roles. Members agree to adhere to the Code in choosing to take up membership of the CSP (in all membership categories).

The Code's underpinning ethics, values and concepts

The Code's four principles are underpinned by contemporary healthcare ethics and by professional values and concepts derived from these. These are summarised in Table A at the end of the document.

Principle 1. CSP members take responsibility for their actions

1.1 Members are responsible and accountable

Members

- 1.1.1** Exercise professional autonomy appropriate to their role, recognising the responsibilities and accountability that this carries
- 1.1.2** Recognise and respect the autonomy of individuals and service users
- 1.1.3** Act on their duty of care and duty of candour, raising concerns when situations could cause harm or distress, and being open about when things go wrong
- 1.1.4** Engage with quality assurance, clinical governance and service improvement processes to uphold safe, effective practice
- 1.1.5** Are responsible and accountable for their decisions and actions, including when they delegate activity to others
- 1.1.6** Justify and account for their decisions and actions, including decisions not to act
- 1.1.7** Ensure their physiotherapy activity has appropriate indemnity cover
- 1.1.8** Hold the appropriate registrations to practise e.g. annotations to HCPC registration for prescribers.

1.2 Members act within their scope of practice

Members

- 1.2.1 Limit their physiotherapy activity to those areas in which they can demonstrate current education, training and competence
- 1.2.2 Delegate and refer to others appropriately, ensuring delegated activities are
 - a) Within the other person's scope of practice, with the parameters of the delegated activity being clear
 - b) Appropriately supervised and supported to provide safe, effective, person-centred care
 - c) Kept under review to maintain the quality of service delivery and identify how the nature of delegated activity could appropriately be extended
- 1.2.3 Act appropriately on delegated activities or referrals received
- 1.2.4 Undertake continuing professional development (CPD) to establish, maintain and develop their competence
- 1.2.5 Understand and be able to explain how their individual scope of practice sits within the scope of physiotherapy practice in the UK
- 1.2.6 Recognise that their individual scope of practice will evolve and must be supported by appropriate CPD
- 1.2.7 Take account of population health, service and workforce needs in how they develop their competence, scope of practice and role.

1.3 Members make informed decisions

Members

- 1.3.1 Exercise sound professional judgment in their physiotherapy activity
- 1.3.2 Can explain how their professional judgement and decisions are informed by the profession's evolving evidence base
- 1.3.3 Use available information and evidence to assess risk and make decisions
- 1.3.4 Evaluate the impact of their decisions and use their reflections and learning to inform their subsequent approach to physiotherapy activity.

Principle 2.

CSP members behave ethically

2.1 Members adhere to legal, regulatory and ethical requirements

Members

- 2.1.1 Adhere to all legal, regulatory, ethical and organisational requirements relevant to their physiotherapy activity (including requirements relating to General Data Protection Regulations [GDPR], equality and research)
- 2.1.2 Ensure confidential information created, obtained or received through their physiotherapy activity remains secure
- 2.1.3 Comply with local clinical governance and quality assurance processes in how they engage in physiotherapy activity and contribute to service delivery
- 2.1.4 Can explain, justify and reflect on their response to ethical issues, including specific decisions and actions that they take.

2.2 Members act with integrity, honesty, respect and openness

Members

- 2.2.1** Understand and manage the impact of their own beliefs, values and behaviours, including in their interaction with others
- 2.2.2** Are open and candid about all aspects of their service delivery, including when things go wrong
- 2.2.3** Act to facilitate an appropriate investigation if they need to raise concerns about service delivery or individuals' care
- 2.2.4** Use their professional judgment when endorsing, advertising, supplying or selling particular services or products
- 2.2.5** Provide truthful, honest and accurate information, including when advertising or promoting services
- 2.2.6** Disclose any financial benefit that they expect to receive through endorsement or advertising services
- 2.2.7** Declare any conflict of interest in their physiotherapy activity
- 2.2.8** Recognise the potential impact of their personal behaviour, life-style, and activities outside work (including social media use) on their physiotherapy role.

2.3 Members fulfil their responsibilities within relevant professional and social contexts

Members

- 2.3.1** Strive to challenge and address health inequalities in how services are delivered
- 2.3.2** Contribute to the health of individuals and population groups, including through engaging in health promotion and illness and injury prevention
- 2.3.3** Adhere to ethical business practices
- 2.3.4** Recognise their role as an advocate for the physiotherapy profession
- 2.3.5** Recognise the potential impact of their personal behaviour, life-style and activity on the reputation of the physiotherapy profession
- 2.3.6** Uphold their professional responsibilities in how they communicate both in a professional and personal capacity
- 2.3.7** Optimise use of digital technologies to enable the delivery of accessible, timely care, in line with individuals' needs and preferences
- 2.3.8** Deliver services within available resources, being clear when the care of individuals could be compromised by insufficient resources.

Principle 3.

CSP members deliver an effective service

3.1 Members put individuals at the centre of what they do

Members

- 3.1.1** Seek to understand and take account of individuals' specific needs, preferences, expectations and goals in providing a service to them
- 3.1.2** Advocate for individuals' quality of care and safety and raise concerns if there is a risk of individuals' care being compromised



- 3.1.3** Seek to understand individuals' situations and circumstances and the significance of these factors for how individuals engage with physiotherapy activity
- 3.1.4** Respond to individuals compassionately and sensitively, being aware of individuals' vulnerability in the context of their receipt of healthcare
- 3.1.5** Respect individuals' rights, dignity, cultural differences, beliefs and identity in seeking to act in an individuals' best interests
- 3.1.6** Behave in non-discriminatory, non-oppressive ways.

3.2 Members respect and promote individuals' autonomy

Members

- 3.2.1** Promote and uphold individuals' rights and choices, including their right not to consent to options available to them
- 3.2.2** Share all relevant information to support individuals to make decisions, including issues of risk and consent
- 3.2.3** Enable individuals to give valid consent to any decision or action affecting them
- 3.2.4** Share their knowledge and skills with individuals and colleagues to inform decision-making, planning, goal-setting and evaluation
- 3.2.5** Enable and support individuals to self-manage in ways that are relevant and responsive to individual needs and priorities.

3.3 Members communicate effectively

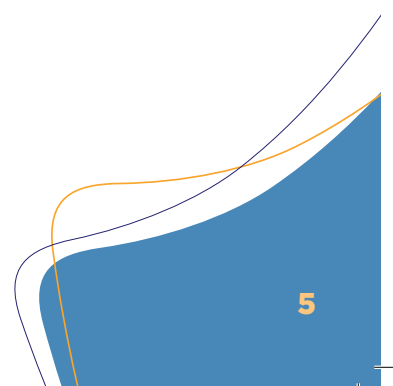
Members

- 3.3.1** Use appropriate methods to ensure effective communication with others
- 3.3.2** Adapt their communication approach according to individuals' communication needs, preferences and expectations
- 3.3.3** Provide full, accurate and truthful information about the services that they deliver, including the outcomes of physiotherapy activity
- 3.3.4** Consult with colleagues and share information appropriately, respecting confidentiality, in line with individuals' interests and needs.

3.4 Members work effectively with others

Members

- 3.4.1** Engage and collaborate with colleagues within and across settings, sectors and professions in the best interests of service users
- 3.4.2** Respect colleagues' perspectives and contribution to service delivery
- 3.4.3** Promote a safe, positive and healthy working environment
- 3.4.4** Support and enable others to practise within their individual scope of practice
- 3.4.5** Use all available information and evidence sources to assess risk, to themselves and others, and take appropriate action if they have cause for concern.



Principle 4.

CSP members strive to achieve excellence

4.1 Members contribute to continuous improvement

Members

- 4.1.1 Maintain, promote and support high standards of physiotherapy practice in how they perform their physiotherapy role and activity
- 4.1.2 Engage in data collection, audit and service evaluation to demonstrate the value and impact of service delivery, in order to identify any need for service improvement
- 4.1.3 Consider the relevance of new developments, research findings, evidence and measures of effectiveness, applying them appropriately to their physiotherapy activity and service delivery
- 4.1.4 Critically reflect upon and evaluate their own practice
- 4.1.5 Engage in career-long learning, identifying their own development needs and taking appropriate action to address these
- 4.1.6 Maintain and develop their knowledge, understanding and skills in response to individual, service and practice needs.

4.2 Members demonstrate innovation and leadership

Members

- 4.2.1 Apply their knowledge and skills to different situations and settings, taking account of the relevance and value of this within service improvement and meeting individual needs
- 4.2.2 Respond appropriately to new and changing needs within the scope of UK physiotherapy practice
- 4.2.3 Question, articulate and demonstrate the value and impact of their care
- 4.2.4 Demonstrate leadership through their contribution to service improvement and delivery.

4.3 Members support others' learning and development

Members

- 4.3.1 Contribute to creating and maintaining a learning culture and to meeting the identified learning needs of individuals and groups
- 4.3.2 Share their own learning with others, including reflections and evidence of its value and impact
- 4.3.3 Recognise the value of contributing to others' learning for their own development.

4.4 Members contribute to the development of physiotherapy practice

Members

- 4.4.1 Contribute to developing physiotherapy through building the evidence base of physiotherapy practice and implementing new evidence, to meet changing needs
- 4.4.2 Recognise and take appropriate action where plans for personal practice could push the boundaries of physiotherapy scope of practice
- 4.4.3 Engage with factors impacting on physiotherapy's responsiveness to changing needs and the implications of these factors for their own practice, service delivery and development

- 4.4.4 Respond to developments in research and the evidence base that may raise questions about the safety or efficacy of specific elements of physiotherapy practice
- 4.4.5 Engage with developments in research and the evidence base that present new clinically and cost-effective ways to respond to individuals' needs
- 4.4.6 Contribute to identifying evidence gaps and priorities for research in order to build the evidence base for physiotherapy's value and impact for meeting population and individual healthcare needs.

Table A: Underpinning ethics, values and concepts

Underpinning ethics	Underpinning values	Core professional concepts
<ul style="list-style-type: none"> ■ Respect for individual autonomy ■ Promoting what is best for an individual ■ Avoiding harm ■ Fairness in how services are delivered 	<ul style="list-style-type: none"> ■ Altruism, in terms of giving priority to the interests of individuals ■ Advocacy ■ Honesty and integrity ■ Compassion and caring ■ Accountability for decision-making and actions ■ Fulfilment of duty of care and social responsibility ■ Commitment to excellence 	<ul style="list-style-type: none"> ■ Competence ■ Professional autonomy ■ Professionalism ■ Scope of practice

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THE CHARTERED SOCIETY OF PHYSIOTHERAPY

is the professional, educational and trade union body for the United Kingdom's 58,000 chartered physiotherapists, physiotherapy students and support workers.

