

Code of Members' Professional Values and Behaviour

The four principles of the Code

CSP members:

1 take responsibility for
their actions

2 behave ethically

3 deliver an
effective service

4 strive to achieve
excellence

The CSP Code of Professional Values and Behaviour sets out what the Society expects of all its members.

Acceptance of the Code demonstrates members' commitment to

- Serving the needs of individuals with whom they interact
- Maintaining and enhancing the profession's reputation and standing
- Fulfilling their broader social responsibilities that go with their physiotherapy role.

This document provides a summary version of the Code: it presents its four principles and supplementary statements, as well as explaining its purpose.

The Code can be accessed in full via the CSP's website: www.csp.org.uk/code

Summary Document

See the full code at www.csp.org.uk/code

The four principles of the Code

1 CSP members take responsibility for their actions

Members

- Demonstrate appropriate professional autonomy and accountability
- Act within their individual scope of practice
- Make informed decisions.

2 CSP members behave ethically

Members

- Adhere to legal, regulatory and ethical requirements
- Act with integrity, honesty and openness
- Engage with relevant professional and social contexts.

3 CSP members deliver an effective service

Members

- Put the needs of service users at the centre of their decision-making
- Respect and support individuals' autonomy
- Communicate effectively
- Work effectively with others.

4 CSP members strive to achieve excellence

Members

- Seek to continuously improve
- Demonstrate innovation and leadership
- Support others' learning and development
- Support the development of physiotherapy.

The Code is a positive assertion of the values and behaviour that the CSP expects of all its members. Supplementary statements expand on the four principles.

The Code explained

The nature of physiotherapy

The Code reflects the distinctive nature of physiotherapy's contribution to health and well-being and the breadth and increasingly diverse nature of physiotherapy practice. Physiotherapy activity is inherently and necessarily complex, and delivered by an adaptable, engaged workforce. Its practice is founded on a strong, evolving evidence base.

CSP members do the following:

- Work with individuals to maximise their quality of life by restoring, maintaining and improving function and movement
- Work with individuals to promote physical approaches to optimising health, well-being and illness prevention, through the delivery of high-quality, innovative services
- Practise in a range of roles and settings, independently, as first-contact practitioners and as part of multi-disciplinary teams
- Undertake physiotherapy activity within changing structures and increasingly diverse sectors, settings and roles.

The Code's purpose

The Code defines the professional values and behaviour that the CSP expects of all of its members. It reinforces the imperative that members adhere to the law, regulatory requirements, and the requirements of their employing organisations and education institutions.

In so doing, the Code supports members in taking responsibility for their decision-making and actions and fulfilling their duty of care to those whom they serve. It promotes professionalism while reflecting members' diverse physiotherapy roles.

Members agree to adhere to the Code as part of the contract that they make with the CSP in choosing to take up membership. Doing this and periodically reaffirming this acceptance are integral to becoming and remaining a CSP member (in all membership categories). Acceptance of the Code demonstrates CSP members' commitment to doing the following:

- Serving the needs of individuals with whom they interact in their physiotherapy roles
- Maintaining and enhancing the physiotherapy profession's reputation and standing
- Fulfilling the broader social responsibilities that come with their physiotherapy role.

In addition to current and prospective members, the Code is intended for the following:

- Individuals receiving services from CSP members (as patient/clients and carers)
- Individuals affected by members' activity (including research activity)
- Other professionals and colleagues (within multi disciplinary and inter-agency teams)
- Employees of CSP members
- Regulators and employers
- The public at large.

Interpreting the Code

The Code relates to CSP members in all membership categories, occupational roles, sectors and settings, and at all career stages. It applies to members' interaction with patients/clients and carers, as well as members' broader roles to do with the following:

- Managing, developing and delivering services
- Policy and leadership
- Education
- Research
- Administration and support functions.

Supplementary statements are provided to provide greater clarity on the Code principles' intended meaning and range (see centre pages).

The supplementary statements

- Are not exhaustive
- Complement one another
- Collectively reflect the values and behaviour of physiotherapy activity
- Are not designed to be taken in isolation from one another
- Should be taken together – one statement does not override another
- Are not all relevant to all CSP members at all times.

Where a statement's application relates strongly to a particular role or membership category, this is indicated; for example, by inclusion of the phrase, "as appropriate to role".

Further information about interpreting the principles and supplementary statements is provided in the full version of the Code: www.csp.org.uk/code

Code of Members' Professional Values and Behaviour

Principles and Supplementary Statements



1

CSP members take responsibility for their actions

1.1 Members demonstrate appropriate professional autonomy and accountability

Members

- 1.1.1 Use their professional autonomy to benefit others
- 1.1.2 Understand and accept the significant responsibility that professional autonomy brings
- 1.1.3 Accept and uphold their duty of care to individuals
- 1.1.4 Are responsible and accountable for their decisions and actions, including the delegation of activity to others
- 1.1.5 Justify and account for their decisions and actions
- 1.1.6 Ensure that their activity is covered by appropriate insurance.

1.2 Members act within their individual scope of practice

Members

- 1.2.1 Limit their professional activity to those areas in which they are competent and qualified to work safely
- 1.2.2 Delegate and refer to others appropriately
- 1.2.3 Act upon delegation or referral appropriately
- 1.2.4 Undertake continuing professional development [CPD] to maintain and develop their competence

1.2.5 Understand that their individual scope of practice sits within the evolving scope of physiotherapy practice in the UK

1.2.6 Recognise that their individual scope of practice evolves and must be supported by appropriate CPD

1.2.7 Take account of individual, service and workforce needs in developing their scope of practice.

1.3 Members make informed decisions

Members

- 1.3.1 Use sound professional judgment in their physiotherapy activity
- 1.3.2 Ensure that their practice is informed by the profession's evolving evidence base
- 1.3.3 Use the available information and evidence when making decisions and assessing risk
- 1.3.4 Evaluate the impact and outcome of their decisions, reflect on this and use their learning to inform their subsequent activity and to help others
- 1.3.5 Decide when it is appropriate to act in particular situations or scenarios and are able to explain a decision that they have made.



2

CSP members behave ethically

2.1 Members adhere to legal, regulatory and ethical requirements

Members

- 2.1.1 Ensure that they meet the legal, regulatory and ethical requirements relevant to their physiotherapy activity (including those specific to data protection, access to health records requests, equality and research)
- 2.1.2 Complete records in accordance with legal, ethical, and organisational requirements
- 2.1.3 Deliver services that are of value to an individual, supported by evidence of their effectiveness
- 2.1.4 Ensure confidential information that they acquire in all types of activity remains secure.

2.2 Members act with integrity, honesty and openness

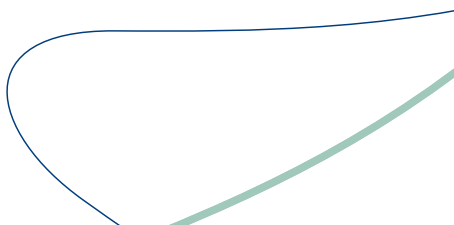
Members

- 2.2.1. Understand and manage the impact of their own beliefs, values and behaviours on their practice and their interaction with others
- 2.2.2. Use sound professional judgment when endorsing, advertising, supplying or selling particular services or products

- 2.2.3. Provide truthful and accurate information (including when advertising and promoting services)
- 2.2.4. Disclose any financial benefit that they expect to receive through endorsement or advertising
- 2.2.5. Declare any conflict of interest
- 2.2.6. Recognise the potential impact of their personal behaviour, life-style and activity outside work on their physiotherapy role.

2.3 Members engage with relevant professional and social contexts

Members

- 2.3.1. Strive to challenge and address health inequalities in how services are delivered
 - 2.3.2. Recognise their role as advocates for the physiotherapy profession
 - 2.3.3. Recognise the potential impact of their personal behaviour, life-style and activity on the reputation of the physiotherapy profession.
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3

CSP members deliver an effective service

3.1 Members put the needs of service users at the centre of their decision-making

Members

- 3.1.1 Seek to understand, and take full account of, individuals' needs, preferences, expectations and goals in delivering a service to them
- 3.1.2 Advocate for individuals' quality of care and others' safety and alert appropriate authorities if these are at risk of being compromised
- 3.1.3 Respond to individuals compassionately and sensitively (being aware of individuals' vulnerability or potential vulnerability)
- 3.1.4 Show empathy with individuals' situations and circumstances
- 3.1.5 Respect individuals' rights, dignity, sensibilities, beliefs and identity and the implications that these may have for acting in accordance with individuals' best interests
- 3.1.6 Behave in non-discriminatory, non-oppressive ways.

3.2 Members respect and support individuals' autonomy

Members

- 3.2.1 Promote and uphold individuals' rights and choices, including their right not to consent to decisions or actions affecting them
- 3.2.2 Ensure individuals have given valid consent to any decision or action affecting them
- 3.2.3 Share all relevant information to support individuals in making their own decisions, including that which relates to issues of risk and consent
- 3.2.4 Share knowledge and skills with others to promote

effective joint decision-making, planning and evaluation

- 3.2.5 Promote, support and empower individuals to participate in decision-making, to self-manage and be independent.

3.3 Members communicate effectively

Members

- 3.3.1 Use appropriate methods to ensure good communication with others
- 3.3.2 Take account of individuals' different communication needs, preferences and expectations
- 3.3.3 Provide full, accurate and truthful information about the services that they deliver, including the outcomes of their 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 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
- 3.4.3 Promote and maintain a safe, positive and healthy working environment
- 3.4.4 Support and enable others to work within their individual scope of practice
- 3.4.5 Use all available information and evidence when assessing risk, both to themselves and others.



4

CSP members strive to achieve excellence

4.1 Members seek to improve continuously

Members

- 4.1.1 Maintain, promote and support high standards of physiotherapy in ways that are appropriate to their role
- 4.1.2 Evaluate the relevance of new developments, research findings and evidence and measures of effectiveness and apply them appropriately to their physiotherapy activity
- 4.1.3 Critically reflect upon and evaluate their own practice
- 4.1.4 Identify their own development needs and take appropriate action to address these
- 4.1.5 Enhance their knowledge, understanding and skills, in response to individual, service and practice needs.

4.2 Members demonstrate innovation and leadership

Members

- 4.2.1 Transfer and apply their knowledge and skills to different situations and settings
- 4.2.2 Respond appropriately to new and changing needs
- 4.2.3 Seek to demonstrate the value of services and to improve service delivery
- 4.2.4 Demonstrate leadership appropriate to their role
- 4.2.5 Contribute to cycles of evaluation, reflection and improvement.

4.3 Members support others' learning and development

Members

- 4.3.1 Contribute to creating a learning environment and culture in ways that are appropriate to their role
- 4.3.2 Share their own learning appropriately with others
- 4.3.3 Facilitate and support others' learning and development in ways that are appropriate to their role, including by providing learning opportunities.

4.4 Members support the development of physiotherapy

Members

- 4.4.1 Contribute to the development of physiotherapy, including by enhancing its evidence base and implementing this in practice
- 4.4.2 Recognise and take appropriate action where personal practice is potentially pushing the boundaries of the scope of physiotherapy practice in the UK
- 4.4.3 Evaluate factors affecting the development of physiotherapy, acting appropriately by changing their own practice and/or supporting and leading colleagues.



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