

This guidance was withdrawn on 1 April 2022

The information in this guidance has been superseded by [Infection prevention and control in adult social care: COVID-19 supplement.](#)



Responding to Covid 19: The ethical framework for adult social care June 2020

	<p>COVID-19 is a new illness. Many people call it coronavirus.</p> <p>Since the coronavirus outbreak lots of things have been different.</p> <p>People who work in health and social care have had to make hard decisions about how people are supported.</p> <p>This might mean changes to how much support you get or how you are supported.</p> <p>These rules have been put together to make sure that decisions about changes are made fairly.</p>
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Being Respectful



People who make decisions should:

- give you chance to speak up and listen to what you say
- agree with your choices as long as you are safe
- give you all the information you need to understand what is happening
- listen to the people who love you, if you find it difficult to make a decision
- do whatever they can to give you the support you need

Being Reasonable



Understand



People making decisions should make sure:

- changes to your support make sense to you and have a chance of working
- everyone affected by the decision have chance to have their say
- everyone is asked about what might go wrong if changes are made
- other ideas are talked about before changes are made

Making Sure No-one is Harmed



People who support you must:

- make sure everyone follows the rules about stopping the virus spreading
- know how to keep you healthy and safe
- do their best to make sure nothing goes wrong
- make sure that you have the information you need to keep safe
- learn from what's happening in other places
- let the people who know and love you best have their say.

Including People



Understand

People who support you must:

- plan with you and your family and/or friends
- make sure that they understand all of your support needs
- make sure that they talk to you regularly in a way that you understand
- make sure that you understand why your support may be different from other people's

Making sure there are no mistakes



People making decisions will make sure that:

- only changes that have been agreed with you and your family and carers are put in place
- the agreed changes are put in place in the best way
- they explain what is happening at all times
- they answer questions about what they are doing and why they are doing it.
- others involved answer questions about what they are doing and how they are doing it.



This means that the people that give support workers jobs must make sure:

- their workers keep to high standards of support.
- their workers have all the help they need if they are asked to do new things or work in new ways.
- changes to support are properly talked through and agreed before being made.

Being Flexible



People making decisions must:

- change how they think and what they do if they learn something new that affects your support
- make sure plans can be changed if need be
- give you chance and time to complain about changes you don't agree with
- make sure health and social care can work together well.
- change their own ways of doing things to help you and your family and carers.
- change ways of working that get in the way

Being Fair



The people in charge must:

- make sure people who need support get the best support possible.
- make sure they always follow the law
- provide support for people who care for others
- make sure that people who may have to put up with new or extra things can cope.
- provide support and information for paid supporters especially if they have to work in new and different ways

Working Together



Everyone helping with someone's support must:

- do their best to work together.
- help other people keep going when things get difficult.
- think carefully about how changing how they do things might change things for others
- share what they have learned about what works best so other people can learn