



<b>POLICY/PROCEDURE INFORMATION</b> (Policy no HR00031)	
<b>Subject</b>	<b>Code of Conduct</b>  <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
<b>Applicable to</b>	All employees of Nottinghamshire Hospice
<b>Target Audience</b>	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with this policy as a condition of appointment
<b>Date issued</b>	Nov 2019
<b>Next review date</b>	Nov 2022
<b>Lead responsible for Policy</b>	Director of People Services
<b>Policy reviewed by</b>	Freeth's Solicitors
<b>Notified to (when)</b>	Donna Roberts, HR Manager Nov 2017
<b>Authorised by (when)</b>	Donna Roberts, HR Manager Nov 2017
<b>CQC Standard if applicable</b>	
<b>Links to other Hospice Policies</b>	Equality and Diversity Policy Data Protection Policy and Procedures Social Media Policy Confidentiality Policy Health and Safety Policy Gift & Gratuities Policy Disciplinary policy and procedures Training and Development Policy and Procedures
<b>Links to external policies</b>	
<b>Summary</b>	The code is intended to be a summary to help all employees understand the acceptable way to conduct themselves at work or in any other capacity / environment when representing Nottinghamshire Hospice.
<b>This policy replaces</b>	

<b>VERSION CONTROL</b>		
<b>Status</b>	<b>Date</b>	<b>Reviewed date</b>
Original policy written by Donna Roberts, HR Manager	Dec 2016	Nov 2019
Policy reviewed by Corporate Management Team		
Ratified by F&A Sub-Group	Dec 2016	
Policy reviewed by Freeth's	Nov 2017	
Authorised by Donna Roberts, HR Manager	Nov 2017	
Updated control sheet and published on Policy Doc App	Dec 2018	
Policy reviewed by Donna Roberts and Freeth's	Nov 2019	
Logo updated and published on website	Dec 2020	

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## **1. Introduction**

As an employee of Nottinghamshire Hospice you are required to behave honestly, ethically, respectfully and lawfully. These obligations apply to your working relationships with patients, their families/ carers, visitors, customers, donors, healthcare professionals, external suppliers, volunteers and one another.

You are responsible for and have a duty of care to ensure that your conduct does not fall below the standards detailed in this Code. Nothing that you do, or omit to do, should harm the safety and wellbeing of patients or any other person covered by this Code. The code is intended to be a summary to help you understand the acceptable way to conduct yourself at work or in any other capacity/environment when representing Nottinghamshire Hospice.

## **2. Honesty**

Always behave and present yourself in a way that does not call into question your suitability to work for the Hospice.

Be honest with yourself and others about what you can do, recognise your abilities and the limitations of your competence and only carry out or delegate those tasks agreed in your Job Description and for which you are competent.

Any fraudulent and dishonest acts committed will not be tolerated.

You have a duty to report any evidence of dishonest or improper activities you encounter. Never undertake any act that could be perceived as doing so for personal / financial gain at the expense of the Hospice.

## **3. Working Safely and Effectively**

Always ask your line manager for guidance if you do not feel able or adequately prepared to carry out any aspect of your work, or if you are unsure how to effectively deliver a task.

Tell your line manager about any issues that might affect your ability to do your job competently and safely.

Always make sure that your actions or omissions do not harm an individual's health or wellbeing. You must never abuse, neglect, harm or exploit patients or any other person covered by this Code.

Comply with Nottinghamshire Hospice's policies and procedures. Seek advice from your line manager if you are unsure of your responsibilities within policies and procedures.

Follow safe working practices, including participation in applicable training sessions, using appropriate personal safety.

Report to your line manager any actions or omissions by yourself or colleagues that you feel may compromise safety, if necessary, use the Whistle Blowing procedures in the Confidentiality Policy to report any suspected wrongdoing.

Challenge and report dangerous, abusive, discriminatory or exploitative behaviour or practice.

## **4. Confidentiality**

The nature of information that is confidential will vary depending on the nature of your role. If you are unsure, please discuss this with your line manager.

Always maintain the privacy and dignity of people who use Hospice services.

Treat all information about patients as confidential and only discuss or disclose information about patients and their families/carers in accordance with legislation and agreed ways of working.

Do not disclose the confidential content of hospice meetings with colleagues or any other party does not present at the meeting. This includes when participating in formal hospice procedures, supervision meetings, CMT meetings, Trustee meetings or any other meeting involving confidential information.

## **5. Relationships**

Establish and maintain clear and appropriate professional boundaries in all your working relationships.

Always act in the best interests of patients and their families / carers, helping them to be in control and to choose the care and support they receive.

Always treat people with respect and dignity.

Make a personal commitment to be non-judgmental about cultural differences, living conditions and the lifestyle of each person you support/work with.

Avoid profane and abusive language and disruptive behaviour.

Do not discriminate or condone discrimination against anyone covered by this policy.

Never act in a way that could be perceived as harassment or bullying by the recipient.

Promote equal opportunities and inclusion for all people covered by this policy.

## **6. Gifts and Hospitality**

Never accept any offers of loans, gifts, benefits or hospitality from anyone which may be seen to compromise your position in line with the Bribery Act 2010.

Hospitality and small, inexpensive gifts may be given and received providing they are not excessive in cost, are in the normal course of conducting business and do not place the recipient under an obligation in return.

If you are in any doubt whether to give or accept an offer of hospitality or a token gift discuss this with your line manager first.

## **7. Working in collaboration with your colleagues**

Understand and value your contribution and the vital part you play in your team.

Recognise and respect the roles and expertise of your colleagues, both within your team and other departments, and work in partnership with them.

Communicate effectively and consult with your colleagues as appropriate.

## **8. Training and Development**

Ensure you are up to date with all statutory and mandatory training, in agreement with your line manager.

Participate in continuing professional development to achieve the competence required for your role.

Attend and participate in supervision (individual or group), team and/or appraisal meetings as requested by your line manager to ensure you are fully supported to carry out your role.

## **9. Professional Bodies**

Abide by any formal Codes that apply to you if you are a registered professional

## **10. Behave Lawfully**

Abstain from all illegal activity either during or outside your working hours.

**Failure to comply with the Code of Conduct will result in a full investigation into the matter and may lead to action being taken under the Disciplinary policy and procedure.**