



POLICY INFORMATION (Policy no OP018)	
Subject	Code of Conduct <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All staff of Nottinghamshire Hospice
Target Audience	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
Date issued	30 January 2024
Next review date	30 January 2027
Lead responsible for Policy	Chief Executive Officer
Policy reviewed by	Senior Leadership Team
Notified to (when)	Strategic Governance Committee (30 Jan 2024)
Authorised by (when)	Strategic Governance Committee (30 Jan 2024)
CQC Standard if applicable	
Links to other Hospice Policies	Equality and Diversity Policy HR021 Data Protection Policy and Procedures HR005 Social Media Policy HR008 Confidentiality Policy HR018 Health and Safety Policy RM0001 Gift & Gratuities Policy FI002 Disciplinary Policy and Procedure HR024 Learning Training and Development Policy HR006 Whistleblowing Policy OP008 Freedom to Speak Up Policy
Links to external policies	
Summary	The code is 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.
This policy replaces	Code of Conduct HR00031 2019

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL			
Status	Date	Review date	
Original policy written by Donna Roberts, HR Manager	Dec 2016		
Policy reviewed by Corporate Management Team	Dec 2016		
Ratified by F&A Sub-Group	Dec 2016	Nov 2019	
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	Nov 2022	
Policy reviewed by Senior Leadership Team	Jan 2024		
Policy authorised by Strategy and Corporate Governance Committee	30 Jan 2024	30 Jan 2027	
Logo updated and published on website	Dec 2020		
Updated and published on website	Feb 2024		

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<p>1.</p>	<p>Introduction</p> <p>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.</p> <p>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.</p> <p>Our core values of Trust, Compassion and Ambition are at the heart of how we conduct ourselves and expect others to behave.</p> <p style="text-align: center;">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.</p>
<p>2.</p>	<p>Honesty</p> <p>Always behave and present yourself in a way that does not call into question your suitability to work for the Hospice.</p> <p>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.</p> <p>Any fraudulent and dishonest acts committed will not be tolerated.</p> <p>You have a duty to report any evidence of dishonest or improper activities you encounter.</p> <p>Never undertake any act that could be perceived as doing so for personal / financial gain at the expense of the Hospice.</p>

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 policy to report any concerns.

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

	<p>any other party not present at the meeting. This includes when participating in formal Hospice procedures, supervision meetings, Hospice meetings, Trustee meetings or any other meeting involving confidential information.</p>
<p>5.</p>	<p>Relationships</p> <ul style="list-style-type: none"> • 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.
<p>6.</p>	<p>Gifts and Hospitality</p> <p>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.</p> <p>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.</p> <p>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.</p>

<p>7.</p>	<p>Working in Collaboration with your Colleagues</p> <p>Understand and value your contribution and the vital part you play in your team.</p> <p>Recognise and respect the roles and expertise of your colleagues, both within your team and other departments, and work in partnership with them.</p> <p>Communicate effectively and consult with your colleagues as appropriate.</p>
<p>8.</p>	<p>Training and Development</p> <p>Ensure you are up to date with all statutory and mandatory training, in agreement with your line manager.</p> <p>Participate in continuing professional development to achieve the competence required for your role.</p> <p>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.</p>
<p>9.</p>	<p>Professional Bodies</p> <p>Abide by any formal Codes that apply to you if you are a registered professional.</p>
<p>10.</p>	<p>Behave Lawfully</p> <p>Abstain from all illegal activity either during or outside your working hours.</p>
<p>11.</p>	<p>Equality Impact Assessment</p> <p>A full EIA has been completed.</p>