# Staff Code of Conduct

## Expected Standards of Behaviour Policy

<table>
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<tr>
<th>Approval Committee</th>
<th>Version</th>
<th>Issue Date</th>
<th>Review Date</th>
<th>Document Author(s)</th>
</tr>
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<tr>
<td>Partnership Committee</td>
<td>1.0</td>
<td>September 2015</td>
<td>September 2018</td>
<td>Human Resources</td>
</tr>
</tbody>
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## Version Control

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Section</th>
<th>Principle Amendment Changes</th>
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</tbody>
</table>
Contents

Contents .................................................................................................................................1
1.0 Introduction ................................................................................................................3
2.0 Purpose .......................................................................................................................3
3.0 Our Vision ..................................................................................................................3
4.0 Our Values
5.0 Effective Behaviours
6.0 Compliance ...............................................................................................................6
7.0 Non-compliance
8.0 Reporting Violations of the Code
9.0 Monitoring ...............................................................................................................6
10.0 Associated Policies ..................................................................................................6
11.0 Consultation ............................................................................................................7

Appendices

A Relationships.....................................................................................................................

EIA
1.0 Introduction

1.1 The Royal Bournemouth and Christchurch NHS Foundation Trust (the Trust) is fully committed to achieving the values and principles set out in the NHS Constitution (2010). One of the fundamental staff rights, as cited in the Constitution, is the right to healthy and safe working conditions and an environment free from harassment, bullying or violence. Staff are entitled to be treated fairly, equally and without discrimination. This policy aims to respect and protect these rights and to provide a good quality of working life.

1.2 The Trust will not condone or tolerate unacceptable behaviour, including any form of bullying and harassment. If proven, such behaviour could result in disciplinary action being taken. The purpose of this policy is to stop and deter unacceptable behaviour and to set out expected standards of behaviour to ensure an acceptable way of behaving and demonstrating the Trusts values either becomes or remains the expected standards for all staff working in the Trust.

1.3 This policy is aimed at all staff working at the Trust and applies to all interactions between staff and patients, carers, relatives and all visitors to the Trust. Although not employees of the Trusts, bank staff, agency staff and outside contractors will be required to comply with the policy.

1.4 The Trust expects all staff to contribute to the creation of a happy, friendly and respectful environment that encourages effective communication, co-operation and support for colleagues and to treat each other with dignity, courtesy, and with sensitivity whilst valuing the skills, contribution and expertise of staff and colleagues at all levels.

2.0 Purpose

2.1 The purpose of the Policy is to make clear the Trust’s expectation that all employees value and show respect for fellow human beings by demonstrating acceptable standards of attitude, behaviour and communication.

2.2 The aim of this Policy is to ensure that arrangements are in place to support employees to act in a manner that upholds the expected standards of behaviour. The arrangements for the appropriate declarations of interests and acceptance / refusal and record of offers of Gifts, Hospitality or Sponsorship are detailed within the Standards of Business Conduct Policy.

3.0 Our Vision

3.1 The Trust vision is to be the most improved hospital in the UK by 2017.

3.2 The Trust’s mission is providing the excellent care we would expect for our own families. We aim to consistently provide high quality care across all of our services. To do this we have defined what is important to us as we go about our daily work – our values.
4.0 Our values

4.1 Our values are shared beliefs that are important in the way we work regardless of the role we hold in the organisation. They impact on what we do and say, how we say it and how we look when we speak to patients, carers and each other.

4.2 Our four values are Communicate; Improve; Pride and Teamwork. Together the values form the expected standards of behaviour from staff.

4.2.1 Communication – Say it, hear it!

We take time to listen, asking open questions to better understand and keep us all informed – This means:

- I will take time to build a rapport with you and empathise with your needs
- I will be kind and friendly
- We will listen to your individual concerns and take time to explain and involve you in decisions
- I will provide you with all the information you need to understand what's happening now and what will happen next
- We will use clear and plain language and check your understanding
- I will be knowledgeable and informative
- I will share best practice and learning with colleagues across the Trust
- I will not make assumptions without listening

4.2.2 Improve – Change it!

We always look for ways to improve what we do – This means:

- I will be open to new ideas and change
- We will learn from our mistakes and share this learning
- I will constantly review the way I do things to ensure the best possible outcomes
- I will look for opportunities to develop and learn from those around me
- I will make time to attend all relevant training and development for my role
- I will be open to feedback about my actions
- We will make time to improve quality and efficiency in everything we do

4.2.3 Pride – Show it!

We are proud of who we are and the care we provide together – This means:

- I am accountable for my own actions
- I will be a role model
- We will embrace change and suggest improvements
- I will be knowledgeable and informative
- I will look smart and dress appropriately
- I will introduce myself and tell you my role
- We will challenge inappropriate or poor behaviour or ineffective processes
- I will acknowledge you
- We will ensure my working practices are safe
- I will take time to recognise the efforts of others
- I will try to help whenever possible, even when it's not my role

4.2.4 Teamwork – Share it!

We are one team working together to achieve the best outcome for everyone – This means:

- I will help when it is not my responsibility
- We will involve others in decisions that affect them
- I am a part of the Trust and will make time to build relationships outside my immediate team
- I will respect the diverse knowledge, experience and learning of my team members
- I will consider the needs of other teams and directorates when carrying out my role
- We will take pride in the way we do things and share our successes
- I am approachable and will share my knowledge with others

5.0 Values Based Behavioural Framework

The Trust has developed a behavioural framework with our staff which includes four different behaviour sets:

Frontline and Support Staff
Team Leaders and Supervisors
Senior Managers and Clinical Leaders
Executive Directors

These sets include descriptions of effective and ineffective behaviours in line with each of our values. These will be used at appraisal, recruitment and throughout employment at the Trust.

The frameworks can be found via the following link
http://rbhintranet/training/appraisals/behaviour_frameworks.php

5.2 Examples of ineffective behaviour

Some examples of behaviour that will not be accepted

- Criticising colleagues/ disagreeing with them in front of our patients, visitors and other staff
- Appearing unapproachable or moody
- Imposing personal beliefs and opinions on our patients, colleagues, visitors
- Blaming others/other departments for mistakes
- Wearing inappropriate dress/or having an unprofessional appearance
- Being unsupportive of proposed ideas for improvement
- Moaning and demoralising others without making an attempt to change things
- Being aggressive, unresponsive or angry towards others
- Not respecting others personal space, dignity and privacy

NB. The examples provided here are not intended to be an exhaustive list and should be read as a guide as to what staff should be aiming to achieve.
6.0 Compliance with the Policy

6.1 To maintain the Trust’s high standards, employees are expected to comply with this Code of Conduct and it is their duty to let the Trust know if they think others have violated it. This should protect the value of the Trust; enhance employee professionalism; improve employee understanding with patients, service users/providers and increase the overall value of the service.

6.2 Acceptance of this Code shall be a condition of employment at the Trust and as such it will be included in the Trust’s Core Induction Programme.

6.3 Existing employees shall have access to the Code via the Intranet or by request to their manager or Human Resources. It will be part of the annual appraisal as a reminder of expectations and responsibilities.

7.0 NON-COMPLIANCE

7.1 Breaches in any part of the Code that are formally reported will be fully investigated and may render employees to disciplinary action under the Trust’s Disciplinary Policy. This may include verbal or written warnings, suspension, action short of dismissal or dismissal.

8.0 REPORTING VIOLATIONS OF THE CODE

8.1 Employees who learn of or suspect that a violation of the Code has occurred or is likely to occur or about any actual or planned wrongdoing or unethical behaviour involving the Trust or any of its employees must immediately report the violation to their line manager, General Manager, Human Resources, Trade Union Representative or other senior member or nominated person at the Trust.

8.2 Violations may also be reported via an Adverse Incident Report (AIRS) form or the Trust’s Grievance Policy.

8.3 Employees who report violations or suspected violations in good faith will not be subject to retaliation of any kind. Reported violations will be investigated and addressed promptly and will be treated confidentially to the extent possible.

8.4 Serious forms of misconduct may be reported in accordance with the Public Interest Disclosure Policy.

9.0 Monitoring

From time to time, there may be inquiries to ensure compliance with the Code. For example, the Trust may ask employees to confirm if they are aware of any violations of the Code. The Trust may seek detailed information to determine whether there has been a violation of a particular standard, and there may be situations in which government officials or regulators initiate an investigation. In these circumstances, the Trust expects full cooperation.

Under unusual circumstances, the Trust may waive certain provisions of this Code if it believes it is appropriate to do so. This action would need to be agreed by the Trust Secretary.
10.0 Associated Policies

You should read this Code in conjunction with all related Trust’s policy which can be accessed via the intranet or by requesting a copy from your manager or Human Resources:

Alcohol and Substance misuse policy
Counter Fraud Policy
Data Protection Act (1998)
Dignity at Work Policy & Procedure
Disciplinary Policy
Dress Code Policy
Equality & Diversity Policy
Grievance Policy
Health & Safety Policy
NHS Code of Conduct for Boards

Other related policies/guidelines:

Public Interest Disclosure Policy
Secondary Employment Policy
Standards of Business Conduct
Standards of Business Conduct for NHS Staff HSG (93) 5

www.nhsemployers.org/EmploymentPolicyAndPractice/UKEmploymentPractice/Pages/Core-Standards-For-NHS-Managers.aspx

11.0 Consultation

<table>
<thead>
<tr>
<th>Those listed opposite have been consulted and comments/actions incorporated as required.</th>
<th>List Groups and/or Individuals Consulted</th>
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<tbody>
<tr>
<td>Partnership Sub Group</td>
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<tr>
<td>Human Resources Managers</td>
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<tr>
<td>Organisational Development</td>
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Appendix A

Relationships

Employees
All employees are responsible and accountable to the Trust through its senior managers and directors. Mutual respect between employees and management, at all levels, is essential to good working relationships to ensure that service delivery is not adversely affected.

Close personal familiarity between employees may damage the working relationship and prove embarrassing to other employees, patients and other service users. It is essential that employees act in a professional manner at all times.

Complaints will be dealt with in accordance with Trust Policy and may lead to disciplinary action.

Patients and Service Users

Employees should always remember their responsibilities to patients and service users and ensure courteous, efficient and impartial service delivery to all groups and individuals as defined by Trust policies.

Close personal familiarity with patients and service users will be deemed unacceptable behaviour (except where familiarity is based on a personal family relationship).

Complaints will be dealt with in accordance with Trust policy and may lead to disciplinary action. Employees must treat any such complaints seriously and report them in accordance with relevant policies and procedures.

Contractors

All relationships of a business or private nature with external contractors, or potential contractors, should be disclosed. Contracts should be awarded on merit, by fair competition against other tenders, and no special favour should be shown to businesses run by, for example, friends, partners or relatives in the tendering process.

Employees who engage or supervise contractors or have any other official relationship with contractors and have previously had or currently have a relationship in a private or domestic capacity with contractors, should disclose that relationship.

Roles during tendering processes

Employees involved in the tendering process and dealing with contractors should be clear on the separation of client and contractor roles.

Senior employees who have both a client and contractor responsibility must be aware of the need for accountability and openness.

Employees who are privy to confidential information on tenders or costs for either internal or external contractors should not disclose related information to any unauthorised party or organisation.
Employees should ensure that no special favour is shown to current or recent former employees or their partners, close relatives or associates in awarding contracts to businesses run by them.

Employees must exercise fairness and impartiality when dealing with suppliers, contractors, sub-contractors and any other internal or external service provider whether potential or existing.
### EQUALITY IMPACT ASSESSMENT – SCREENING FORM

| 1. Title of document/service for assessment | Staff Code of Conduct – Expected Standards of Behaviour |
| 2. Date of assessment | September 2015 |
| 3. Date for review | In line with policy |
| 4. Directorate/Service | HR/Corporate |
| 5. Approval Committee | Partnership |

<table>
<thead>
<tr>
<th>Yes/No</th>
<th>Rationale</th>
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<tr>
<td>6. Does the document/service affect one group less or more favourably than another on the basis of: N.B. The ‘Rationale’ box must be completed whether the answer is Yes or No.</td>
<td></td>
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<tr>
<td>Race</td>
<td>No</td>
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<tr>
<td>Gender (including transgender)</td>
<td>No</td>
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<tr>
<td>Religion or belief</td>
<td>No</td>
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<tr>
<td>Sexual orientation, to include heterosexual, lesbian, gay and bisexual people</td>
<td>No</td>
</tr>
<tr>
<td>Age</td>
<td>No</td>
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<tr>
<td>Disability – learning disabilities, physical disabilities, sensory impairment and mental health issues</td>
<td>No</td>
</tr>
<tr>
<td>Marriage and Civil Partnership</td>
<td>No</td>
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<tr>
<td>Pregnancy and Maternity</td>
<td>No</td>
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<tr>
<td>7. Does this document affect an individual’s human rights?</td>
<td>No</td>
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<tr>
<td>8. If you have identified potential discrimination, are the exceptions valid, legal and/or justified?</td>
<td>N/A</td>
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<tr>
<td>9. If the answers to any of the above questions is ‘yes’ then:</td>
<td>Tick</td>
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<tr>
<td>Demonstrate that such a disadvantage or advantage can be justified or is valid</td>
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<tr>
<td>Adjust the policy to remove disadvantage identified or better promote equality</td>
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<tr>
<td>If neither of the above possible, submit to Diversity Committee for review.</td>
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10. Screener(s)

Print name Catherine Paton

| 11. Date Policy approved by Committee | Provisionally approved by Partnership Sub Group. To be fully ratified 16.10.15 |

12. Upon completion of the screening and approval by Committee, this document should be uploaded to papertrail.