

Livewell Southwest

Uniform and Dress Code Policy

Version No 2
Review: May 2019

Notice to staff using a paper copy of this guidance

The policies and procedures page of the intranet holds the most recent version of this guidance. Staff must ensure they are using the most recent guidance.

Author: South Locality Manager

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Reader Information

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	<p>uniforms. <i>Journal of Hospital Infection</i>. 48. 238-241</p> <p>Speers, R et al (1969) Contamination of nurses uniforms with <i>Staphylococcus Aureus</i>. <i>The Lancet</i>. 2 (7614). 233-235</p> <p>Wong D et al (1991). Microbial flora on Doctors white coats. <i>British Medical Journal</i>. 303. 1602-1604.</p>
Associated documentation	<ul style="list-style-type: none"> • Infection Prevention and Control Policy • Health and Safety Policy • Disciplinary Policy • Grievance Policy
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Document review history

Version No.	Type of change	Date	Originator of change	Description of change
V1	Ratified	May 2016	JCCN	Ratified
V2	Updates	December 2016	Locality Manager and Director of Operations	Addition of catalogue Updates re non clinical uniform Hyperlinks added

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Uniform and Dress Code Policy

1. Introduction

- 1.1 Livewell Southwest provides services to many diverse people in a number of different settings. The professional image presented by staff is an important component in the way we are perceived by colleagues, users of the service and the public. Uniforms make a profession recognisable, which in turn promotes trust and confidence. A professional image is one that is smart and simplified with limited personal adaption, a professional appearance and manner is important to maintain patient and public confidence and therefore a consistent approach is required for all staff within the organisation whether this be wearing a uniform or adhering to the dress code.
- 1.2 Livewell Southwest respects the right for staff to adhere to religious and cultural observances. However, consideration should be given to infection control, the operation of machinery, clear identification of staff and clear communication with patients. Staff who wish to make modifications to their uniforms or work attire to reflect their beliefs must agree them in writing with their line manager with support and guidance from HR where appropriate.

2. Purpose

- 2.1 The purpose of this Policy is to ensure that all Livewell Southwest staff clearly understands the standard of dress expected of them whilst at work whether this be in uniform or not. The policy applies to employees, seconded employees from other organisations and those with honorary contracts, volunteers, agency workers and students who are undertaking placements with Livewell Southwest. The latter two will be provided with appropriate uniform by the agency or educational provider; however the principles of this policy will still apply.
- 2.2 Standards of dress should support and promote the following principles:
 - a) The health, safety and wellbeing of people using our services, carers and visitors.
 - b) The health, safety and wellbeing of staff.
 - c) The need to maintain public confidence and respect.
 - d) The professional accountability of staff as defined by professional bodies/ councils.
 - e) The diversity, rights and beliefs of staff.

3. Duties

The **Chief Executive** is ultimately responsible for the content of all policies, implementation and review.

- 3.1 This policy applies to all staff within Livewell Southwest and there will be **no** local policies or arrangements as consideration has been made for all clinical and non-clinical areas.

- 3.2 Livewell Southwest will provide safety equipment as necessary to maintain the health and safety of employees and others. If staff are required to wear protective clothing they must do so. If they are unsure about such requirements they should discuss this with their line manager.
- 3.3 Staff must ensure that clothing; footwear and standard of dress are appropriate to their role and must fit within this policy guidance.
- 3.4 When on duty, staff must only wear the designated type and style of uniform approved for their workplace and grade
- 3.5 **Directors and Locality Managers will be responsible for:**
- Implementing and monitoring this policy within their service areas, which includes ensuring that all staff and managers adhere to this policy, and taking appropriate action if this is not the case.
- 3.6 **The Director of Professional Practice, Quality & Safety, Head of Corporate Risk and Compliance and Infection Control Lead will be responsible for:**
- Supporting the implementation of the policy.
 - Supporting the reviewing and updating of the Dress Code and Uniform Policy
- 3.7 **Line Managers will be responsible for:**
- Local implementation and monitoring of the staff adherence of the Dress Code and Uniform Policy they are responsible for within their service areas, and taking appropriate action if this is not the case
- 3.8 Staff are responsible for adhering to the policy and raising concerns through their line manager where there are concerns that their needs fall outside of this policy. HR guidance may be sought as required.

4. Dress Code Policy

- 4.1 Staff are expected to maintain the clothing they wear to work in a good state of repair. It must be clean and well presented at all times. If staff appear unkempt this can be interpreted as a lack of professional pride and poor personal standards.
- 4.2 All staff who **do not** wear a clinical uniform (which has their name and job role embroidered) must wear a Livewell Southwest name badge at all times when on duty. See <http://pchnet.derriford.phnt.swest.nhs.uk/Howto/OrderUniforms.aspx>
- 4.3 All Livewell Southwest staff should dress according to the principles of public confidence, professional image and health and safety. Dress should not cause embarrassment to colleagues, patients or visitors. Please see box 1 below for guidance.

Dress code of smart casual Admin staff within these teams will be required to wear the new corporate non clinical uniform	Clinical staff within Family Nurse Partnership
	Health Visitors
	School Nursing Service
	Community Mental Health Teams
	AOS
	CFT
	HTT
	ASR
	Mental Health Crisis Response Team
	SEDCAS
	Psychologists
	Clinical neuropsychologists
	Medical staff
	Pharmacists depending on unit worked on.
	Mental Health Act Team
	CAMHS – all community & inpatient teams
	Inpatient mental health units – Syrena, Greenfields & Glenbourne (apart from ECT)
	Community recovery team
	Steps
	Options
	Personality Disorder Service
	Psychotherapy
	Community Drug Service
	Huntingdons Service
	OPMH – community teams
	OPMH - hospital liaison team
	Adult social care teams apart from OTs
GPs	
Team managers when not engaged in clinical activity	
Insight	
CCASH	
LD	
Children’s speech and language therapists	
Dress code of Smart or Formal Work wear	
Any admin & secretarial staff within these teams will wear the new corporate non clinical uniform.	Quality & audit team
	Communication and Marketing Team
	Professional Practice
	Human Resources
	Business Intelligence
	Finance
	Cashiers
	System one and IT support
	Directors
	Deputy Directors
	Service managers
	Estates deputies
Senior managers	

Smart casual	Smart/formal work wear	Unacceptable work wear
Smart skirts/dresses to the knee Smart trousers Work wear jackets Blazers Smart t-shirts Smart jumpers/cardigans Canvas/cotton smart trousers Smart shoes (flat or heel less than 3 inches)	Smart skirts/dresses to the knee Tailored trousers Work wear jackets Blazers Collared shirts/blouses/smart top Smart jumpers/cardigans Suits/tailored work wear Smart shoes (flat or heel less than 3 inches)	Skirts or shorts above the knee or to the floor Leggings or jeggins style clothing Denim or denim-like fabric T-shirts with offensive or inappropriate logos/slogans Track suits/leisure wear Baseball caps Overly tight/revealing clothing Heels higher than 3 inches Boots that come above the knee Hoodies

- 4.4 With regard to ties and scarves, it is recognised that these are rarely laundered and worn daily and have been shown to be colonised by pathogens. For this reason, wherever possible, ties should not be worn in patient care areas. Likewise if there is a health and safety risk e.g. in Mental Health Services – risk of strangulation - they should not be worn.
- 4.5 **Dress down days:** The dress code will apply to all staff on all days. Dress down days are not appropriate given that the organisation operates seven days a week and the professional image should be upheld at all times.
- 4.6 When attending training events, it is expected that the dress code is adhered to. The only exception will be during Physical Intervention training when Professional Training and Development will issue separate and appropriate dress guidance.
- 4.7 Footwear: For all staff to whom the dress code policy applies but accesses clinical areas, footwear should comply with the requirements set out in section 9.3. All staff wearing dress code should still consider safe and appropriate footwear with heels no higher than 3 inches.

5. Clinical Uniform Policy

- 5.1 When on duty, staff must only wear the designated type and style of uniform approved for their workplace and grade, see catalogue <http://pchnet.derriford.phnt.swest.nhs.uk/Portals/3/Livewell%20Uniform%20Catalogue%20March17.pdf>

The uniform should enable people receiving the care and support, relatives and other health and care staff to easily recognise their profession.

- 5.2 Managers should ensure sufficient lockers and changing facilities are available to staff and where these are present staff should travel to and from duty in their own clothes. Staff should be encouraged to change out of uniform promptly at the end of the shift.
- 5.3 Clinical uniforms should not be worn outside of the clinical area, unless travelling to and from duty and between patients/clients or collecting drugs from a pharmacy. In these latter cases, the uniform should be covered to reduce the risk of infection and protect staff from being identified out of work. Uniforms need not be covered where travel is by car.
- 5.4 Clinical uniforms must not be worn in any retail or recreational premises whilst not at work.
- 5.6 Staff wearing dresses as part of their **Clinical** uniform should wear neutral hosiery such as navy, black or nude to maintain professional image.
- 5.7 For clinical uniforms, dresses or shorts should be knee length or just below the knee.
- 5.8 Staff wearing trousers as part of their **Clinical** uniform should wear black socks to maintain professional image
- 5.9 Where polo shirts have been agreed, they must be in good repair, not discoloured and well pressed. They must be ordered from the codes supplied for individual practice areas only. Failure to do so will result in a wider review of polo shirts.
- 5.10 Staff wearing **clinical** uniform should adhere to this policy for the duration of their shift and not just during clinical activity.
- 5.11 Staff in clinical uniform should wear their hair above their collar and off their faces. This should be for the duration of their shift whilst wearing a clinical uniform and not just during clinical activity
- 5.12 Clinical Staff will be provided with the following quantity of uniforms:
 - 5 shifts – 3 uniforms
 - 4 shifts – 3 uniforms
 - 3 shifts – 2 uniforms
 - 2 shifts – 2 uniforms

Outer layers will only be provided for clinical staff if they undertake home visits. Layers consists of 1 fleece and 1 jacket

Inpatient /outpatient staff:

The expectation is that these staff will remain bare below the elbow during their shift and therefore will not be provided with outer layers.

The exception to this is that staff who frequently commute between wards or regularly provide patient activity outdoors will be provided with a fleece. This does not apply to those staff who may work out of different bases.

Staff will have the opportunity to purchase additional uniforms via Livewell Southwest at a discounted price. Staff will receive a discount of the original catalogue price. To access open the links: [Ordering flowchart](#) and the [order template for self-ordering](#) of clinical and non-clinical uniforms.

5a Non Clinical Uniforms Policy

- 5.13 The following staff will wear the non-clinical uniform as identified in appendix A
- Recruitment
 - Switchboard
 - Customer Service
 - Corporate Office
 - Safeguarding
 - Risk Management
 - Professional Training & Development
 - Estates
 - Wellbeing Team: Combined administrative roles
 - Chlamydia Screening: Combined administrative roles
 - All administrative staff, including:
 - Reception staff
 - Medical secretaries
 - Service support managers
 - Business support services

To order your uniform, you will first need to consider the choices available and use the sizing guide at the back of the catalogue to ensure you order the size following this guidance. Staff will need to access the non-clinical order form <http://pchnet.derriford.phnt.swest.nhs.uk/Howto/OrderUniforms.aspx>

- 5.14 Non clinical staff will be provided with the following quantity of uniforms:
- 5 shifts - 3 uniform
 - 4 shifts - 3 uniforms
 - 3 shifts - 2 uniforms
 - 2 shifts - 2 uniforms
 - All staff will be entitled to 2 layers.

1 uniform is considered as follows:

- Trousers and blouse / shirt or
- Skirt and blouse or
- Dress

1 layer is either a cardigan or jacket for ladies and waistcoat, jumper or jacket for men.

Ties and scarves are optional.

5.15 Attending training

All staff undertaking training will need to comply with the dress code. Dressing down for training is not acceptable unless otherwise stated e.g. breakaway or physical intervention training.

5.16 Self-purchase of uniforms - Process for buying your own items

For those wishing to purchase additional clinical or non-clinical uniforms, you will need to access the Ordering flowchart and the order template for self-ordering of clinical and non-clinical uniforms. To access open the links: [Ordering flowchart](#) and the [order template for self-ordering](#) of clinical and non-clinical uniforms.

Please follow the instruction on the flowchart, complete the template and send to the identified email addresses for processing. Once approved by Livewell Southwest, the order will be sent to a dedicated Alexandra email address. The next steps/process is described within the flow chart.

Livewell Southwest has negotiated discounts for staff with Alexandra. All additional items purchased by individuals will receive a discount of 25% off the catalogue price.

Livewell Southwest takes no responsibility for incorrect orders by individuals.

- 5.17 Staff wearing non clinical uniforms should not adapt/change the appearance e.g. wearing addition items such visible as t-shirts underneath blouses and alternative trousers etc.

6. Infection Control

- 6.1 Protective aprons are a preventative measure against cross infection and must be worn for food handling, when undertaking personal care, aseptic procedures or dealing with people who have infections. Aprons must be changed between contacts and then safely disposed of in accordance with infection control procedures. In the event of visible soiling or contamination, which may cause an infection risk, and at the very least affect peoples' confidence, spare clothing must be available for staff to change into immediately.
- 6.2 Livewell Southwest supports the Department of Health's 'Bare Below the Elbow' dress code. Several studies have shown that clinical uniforms/clothing may become contaminated by disease causing bacteria which includes Staphylococcus Aureus, Clostridium Difficile which could result in cross infection within a clinical setting (Speers, 1969; Babb, 1983; Perry, 2001). Maximum contamination occurs in areas of greatest hand contact e.g. cuffs, pockets (Babb 1983; Wong, 1991; Loh, 2000) allowing the re-contamination of washed hands. NHS Plymouth has adopted the 'Bare Below the Elbows' policy for all clinical staff in inpatient areas and whenever a clinical activity is being performed. Within this dress code, clinical activity is defined as any work activity either in a ward, Livewell Southwest department or a client's home, during which the

member of staff is in direct contact with the person using the services, their medical equipment or their immediate environment (to include anywhere clinical activity is taking place). When in direct contact with a patient, staff must be bare below the elbows and conform to the following:

<p>Yes Short sleeves Plain wedding bands Short clean finger nails</p>	<p>No Ties, lanyards or necklaces Wrist watches or bracelets Rings with stones inlaid Long or artificial fingernails Any nail polish No canvas shoes worn in clinical areas</p>
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NB. Full sleeves are allowed for religious/cultural reasons **except** during clinical procedures with a patient and during hand washing, where sleeves must be rolled up.

6.3 Clinical staff must keep jewellery to a minimum. They should only wear a plain wedding ring and must give extra vigilance with hand washing around rings when they are worn. Wrist watches must not be worn when providing clinical care; this is for both infection control and patient safety reasons. If a belt is worn these must be cleaned regularly, with particular attention paid to the buckle area. All visible body piercing must be in the form of simple gold or silver studs (not hoops or rings). Decisions about the appropriateness of facial piercings should be based on infection control and health and safety and not individual perceptions. Earrings in patient areas should be plain studs. The wearing of hoop type earrings in clinical areas is not appropriate as these can easily be intentionally pulled or grabbed by patient, or accidentally by a confused patient. Any jewellery worn outside of that agreed within this policy must be agreed by HR and the Locality Manager/Manager for your area.

6.4 Clothing should be washed at the hottest temperature recommended for the fabric. You should also note:

- Overloading of machines will also reduce wash efficiency.
- It is not necessary to use a biological powder but it is important to use the quantity of detergent advised by the manufacturer.
- Although there is no published evidence to suggest an infection control risk, staff should ensure that washing machines and tumble driers are maintained according to manufacturer's instructions as dirty or under-performing machines can result in contamination with micro-organisms.
- Follow tumble drying instructions carefully as per the symbol on the care label.
- Keep garments with different fibre content separate when washing.

- 6.5 Staff can claim tax relief in respect of laundry costs. The form for claiming this is available from your local Inland Revenue office (for Nurses it can be obtained from RCN Direct on 0345 772 6100).

7. Name Badges/identification

Dress code wearers and non-clinical uniform wearers will have their name and job role on a magnetic name badge. Please note that staff with a pacemaker should not wear magnetic badges and there is an option for a pinned name badge to be provided instead.

Clinical uniform wearers will have their name and job role embroidered instead of a pinned or magnetic name badge. Both first and last names will need to be applied to badge or uniform. Job roles/titles should be in full and not have abbreviations in them so service users and others can know your name and what you do.

Name badges will not be a substitute for identification badges which all staff must carry with them as proof of identification if requested but do not need to have on display.

Lanyards

Livewell Southwest will no longer provide organisational lanyards, as the expectation is that the new name badges will replace the need to display your identification in this way.

Staff have fed back that they like to carry their keys / fobs on lanyards. Staff can still do this, but will not be able to display them unless they are still in possession of a Livewell Southwest branded lanyard. These will eventually be phased out. No other organisations lanyards will be supported or worn.

If staff provide their own lanyards for the purpose of holding their ID, fobs or keys, they must not wear them around the necks as this does not fit with the organisational policy.

All staff who do not have a uniform which has the agreed embroidery must wear a name badge

Lone working devices

Staff who wear a lone working device should not be wearing these on a lanyard due to the risks of strangulation, ligature risk and infection prevention and control. There are device holders available from the risk team that can then be **clipped** onto your uniform or clothing. This will need to be supported out your teams budget.

8. Personal Hygiene

- 8.1 Staff are expected to maintain high standards of personal hygiene. Hands must be clean at all times, nails must be kept clean and to a length which will not damage examination gloves or risk injury to a patient. It is not appropriate to wear nail varnish, false, acrylic or gel nails if delivering patient care.
- 8.2 Hair should be clean and tidy. In patient or clinical areas, long hair must be tied back and secured off the collar. Long fringe should be clipped/gripped off the face. Hairstyles, hair bands and decorations must maintain safety and an appropriate professional image, e.g. hairstyles that require frequent re-adjustment should be avoided.
- 8.3 Staff who smoke – staff in uniform where possible should change their uniform if smoking or ensure that their uniform is completely covered up. This will also apply to those wearing non clinical uniform supplied by Livewell Southwest. All name badges or identification badges should be covered or removed. Staff are only permitted to smoke during officially designated breaks and away from Livewell premises. Please refer to Livewell Southwest Tobacco Policy
- 8.4 Use of cosmetics, aftershave and perfume should be kept to a minimum and should reflect the need to maintain public confidence and respect.

9. Safety Issues

- 9.1 Clothing must be appropriate in style and fit, to allow staff to move easily and safely when handling patients.
- 9.2 It is advisable that pens/scissors are either carried in hip pockets or inside breast pockets. They should not be carried in outside breast pockets where they could cause injury when providing clinical care. In Mental Health areas, scissors should not be carried in pockets.
- 9.3 Shoes worn must support and protect the foot during everyday duties, especially for manual handling procedures, and using equipment. Open toe or open back footwear is not acceptable for those delivering patient care. Shoes worn with uniforms must be neutral e.g. black or navy. Smart wipeable trainer style shoes can be worn for more physical activity but these should also be black to maintain professional image in line with others. The ideal shoe is something that is soft soled (reduces noise) and closed toed (offers protection against spills and sharps – canvas shoes are not permitted). For those not delivering patient care open toe shoes can only be worn if they provide adequate support e.g. back strap. Flip flop type shoes are not permitted e.g. if shoes are open toed there must be a back strap. For staff wearing a dress style uniform, boots are not permitted.
- 9.4 When attending training events, it is expected that the dress code is adhered to. The only exception will be during Physical Intervention training when Professional Training and Development will issue separate and appropriate dress guidance.

10. Communication

- 10.1 Staff who work in the community should carry their identity badge at all times and always present it when visiting patients/carers/ relatives or when asked to do so. Badges however should not be a substitute for personal communication with patients/relatives.

11. Individual Considerations

- 11.1 Tattoos – It is essential for staff who have tattoos to be able to maintain a professional appearance. If a tattoo is felt to be offensive, the member of staff may be asked to keep it covered whilst at work.

12. Monitoring Compliance and Effectiveness

- 12.1 Where an employee feels for any reason that they cannot comply with the policy for any reason, which may include religious and cultural reasons, values and beliefs, or to take account of adjustments required as a result of a disability, their concerns will be taken seriously and wherever possible and consistent with the purpose set out in Section 2 an accommodation or compromise will be sought. Priority will at all times be given to health and safety requirements and, where necessary, advice will be taken from (the Health and Safety Officer/Other position).
- 12.2 Where an employee does not meet the expectations of the policy, the line manager will counsel the employee recording this within their management file and discuss/support the staff on how to rectify the problem. If non-compliance continues the disciplinary procedure will be invoked.
- 12.3 The approach should be sensitive and pragmatic. Where difficulties are unresolved the advice of the relevant HR Manager, Corporate Risk Management and/or Trade Union representative should be sought.
- 12.4 For the purpose of this Policy the Policy Ratification Group is charged with ensuring that this document follows the agreed Policy Framework.
- 12.5 The HR Policy Group will conduct a full review of the policy in line with the review date.

13. List of forms/templates to be accessed via the intranet Uniform Hub space

<http://pchnet.derriford.phnt.swest.nhs.uk/Howto/OrderUniforms.aspx>

- Self-funded clinical order form
- Self-funded non-clinical order form
- Self-funded flow chart
- Name badge order form open link: **Name Badge Request Form.**
- Livewell Southwest designated catalogue items
- Clinical uniform order form
- Non clinical uniform order form
- List of Uniform leads for localities and designated service areas.

All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.

The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.

The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.

Signed: Director of Operations

Date: 24th May 2016