

Standards of Dress and Appearance Policy

(for Clinical staff only)

| | |
|---|------------------------|
| Author | HR Manager |
| Corporate Lead | |
| Document Version | Final |
| Date approved by Joint Negotiation and Consultation Forum (JNCF) | 22 January 2014 |
| Date Ratified by Remuneration Committee | 27 June 2014 |
| Issue date | 5 January 2015 |
| Review date | June 2020 |

CONTENTS

- 1. PURPOSE**
- 2. TRUST APPROACH TO STANDARDS OF DRESS AND APPEARANCE**
- 3. RESPONSIBILITIES**
 - JOINT RESPONSIBILITIES
 - MANAGEMENT RESPONSIBILITIES
 - EMPLOYEES RESPONSIBILITIES
 - WORKFORCE DEPARTMENT RESPONSIBILITIES
- 4. TRAVELLING IN UNIFORM**
- 5. UNIFORM GUIDANCE AND STANDARDS OF DRESS FOR STAFF WHO PROVIDE DIRECT CLINICAL CARE AND ARE REQUIRED TO WEAR A UNIFORM**
- 6. STANDARDS OF DRESS FOR STAFF WHO PROVIDE DIRECT CLINICAL CARE OR HAVE DIRECT PATIENT CONTACT BUT ARE NOT REQUIRED TO WEAR A UNIFORM**
- 7. STANDARDS OF DRESS FOR STAFF WHO HAVE NO DIRECT PATIENT CONTACT**
- 8. DISCRIMINATION AWARENESS**

RELATED POLICIES AND PROCEDURES

Infection Control Policy
Standard precautions policy
Hand hygiene policy
Laundry policy
Standards of Business Conduct
H&S policies
Food Hygiene Policies
Information Governance, Clinical Records taken out from Base guidance
Security Policy and Procedures PL 234

1. PURPOSE

This document sets out Leeds Community Healthcare NHS Trust's (Trust) expected standards of Dress and Appearance for both clinical and non clinical staff and the expectations of portraying a professional image of the organisation through appropriate dress. It has been drafted to comply with statutory requirements and following DOH guidance in relation to infection prevention and control. This should be read together with other relevant Trust policies, procedures and local guidance. The Policy and Procedures may be reviewed at the request of Management or Staff Side by giving four weeks' written notice with reasons for the review.

2. TRUST'S APPROACH TO STANDARDS OF DRESS AND APPEARANCE

The principles in this policy apply to all staff who are employed or contracted by the Trust regardless of whether or not they are designated to wear a uniform when performing their duties.

This policy is intended to ensure that all Trust staff present a professional and smart appearance to both service users and the public when at work. All staff employed by the Trust are ambassadors for the organisation and it is recognised that appearance acts as a visual measure of how the public views the organisation.

All forms of dress, whether or not a uniform is required, must:

- Comply with infection and prevention control policies in all areas and must facilitate effective hand washing/decontamination
- Comply with health and safety policies relevant to service area.

- Support good communication between staff and service users, carers and members of the public.
- Support a secure and safe environment. e.g. for lone workers
- Be respectful and reassuring for service users, carers and members of the public.
- Maintain the dignity of staff.
- Respect religious requirements provided this does not conflict with the principles above.
- Promote the Trust as a trustworthy, professional organisation.

Any consideration of what is appropriate dress should be informed by these principles. There is a need for an overarching dress policy for the Trust, which sets out the principles and criteria that are the basis of the Trust's approach. Where appropriate some areas/services may need to develop local guidance around uniform/dress/appearance, to meet the needs of that particular service area or professional group, but these local guidelines must comply with the principles in this policy.

Modifications will be made if a medical condition makes it difficult or impossible for a member of staff to comply with any aspects of this policy. This should be agreed with the line manager. Any modifications will comply with the requirements of the Equality Act 2010

Failure by staff to comply with this policy may result in disciplinary action by the Trust or a report of breach of this policy to the relevant employer or educational institution.

3. RESPONSIBILITIES

3.1 JOINT RESPONSIBILITY

Good working relations are vital for the Trust to operate successfully and provide its essential services. Management, trade unions and employees accept the responsibility of working together on issues in good faith and with goodwill with the shared intention of facilitating good working relations.

3.2 MANAGEMENT RESPONSIBILITY

Management is required to manage and to act fairly and consistently. Management is responsible for ensuring that the policies and procedures are disseminated effectively and observed by all employees.

Managers must ensure that uniforms are returned on termination of contract. This action will prevent the misuse of a uniform by unauthorised personnel.

3.3 EMPLOYEES RESPONSIBILITY

Employees have a duty to comply with the policies and procedures. If an employee has any questions or concerns about these they should raise these with their line manager or the Human Resources Department.

The designated uniform provided by the Trust remains the property of the Trust and as such should be returned upon ceasing employment. It is the responsibility of staff to return the uniform.

3.4 WORKFORCE RESPONSIBILITY

The Workforce Department has a duty to work in partnership with Managers and Employee Representatives to ensure employees are treated fairly and consistently within the framework of the policy and to advise managers of options available should an employee be managed under this policy.

4. TRAVELLING IN UNIFORM

The wearing of a Trust uniform outside the Trust premises is not permitted unless on specific/authorised duties. If the uniform or identification badges are being worn outside of the Trust on specific Trust duties then it must be fully covered at all times. This recommendation is made for the safety and security of all staff, to minimise the risk of cross infection and prevent adverse public comment or attacks.

Clinical staff must not be seen in external public places (for example supermarkets, eateries or on public transport) wearing uniform and must always change out of their uniform before leaving work, where on-site changing facilities are provided. The Trust acknowledges that there is limited on-site changing provided.

Where staff do not have access to changing facilities the uniform must be fully covered and staff must go directly home. Requests to wear uniform outside the trust premises for formal occasions or when promoting the Trust, must be authorised by the Head of Service or equivalent.

5. UNIFORM GUIDANCE AND STANDARDS OF DRESS FOR STAFF WHO PROVIDE DIRECT CLINICAL CARE AND ARE REQUIRED TO WEAR A UNIFORM

| REQUIREMENT | RATIONALE |
|---|--|
| Uniform: Clothing worn by staff, identifying the staff group and is usually provided by the employer | To identify the person and their role. |
| The correct uniform for the post must be | To reduce the risk of cross infection. |

| | |
|---|--|
| worn at all times when on duty and must be clean and changed daily or when soiled. | |
| Plastic aprons and gloves should not be worn outside of the clinical area. Aprons and gloves must be changed between patients. | To minimise the risk of cross infection |
| Where cardigans/sweatshirts are worn they must be a plain single colour that matches the trouser colour of the uniform and must be in a good state of repair. NB: This article of clothing must be removed when carrying out any clinical procedure and be washed regularly | To ensure a professional appearance and minimise the risk of infection. |
| Hair: Must be clean, neat, off the face and collar, even as a ponytail. Fastenings should be discreet, without adornment. | There is a possibility of hair carrying Staph Aureus. Provided hair is clean and tidy the risk of dispersal is minimal. Sharp points, ribbons and scarves can pose a safety risk. |
| Male staff should be clean-shaven or ensure beards/moustaches are neatly trimmed. | There is a possibility of hair carrying Staph Aureus. Provided hair is clean and tidy the risk of dispersal is minimal. |
| Fingernails: Must be clean, short, neatly manicured without nail varnish. False nails of any kind must not be worn if carrying out clinical duties | To avoid transferring bacteria on or under fingernail or from chipped nail varnish. (Infection Control Guidance) To minimise the risk of patients and staff being scratched when involved in direct handling procedures To avoid transferring bacteria on or under false fingernail or from chipped nail varnish. Loose nails could break off and fall into wounds etc. |
| Perfume/ Aftershave: Must be discreet. | Patients may find a strong smell nauseating. |
| Jewellery: Necklaces/ bracelets must not be worn in the clinical area. Ethnic or religious adornments must be pinned to the inside of a uniform if worn. (Case | Jewellery may be hazardous for the following reasons: Rings (even wedding bands) have been found to attract micro organisms. |

| | |
|---|--|
| <p>Law Miss N Eweida vs. British Airways PLC) SOS identification is permissible.</p> <p>For staff providing direct clinical care or working in food preparation only one ring allowed. This ring must be a plain band.</p> <p>Earrings must be of metal stud type and the maximum of one earring in each earlobe, no other visible rings.</p> | <p>(Hoffman et al 1985).</p> <p>Rings with stones can scratch patients; the stones may become dislodged. Stoned rings prevent effective hand decontamination and the mountings often become contaminated with microorganisms</p> <p>Jewellery that is hanging e.g. a necklace, could potentially be dangerous with a confused or violent patient or when working with machinery.</p> |
| <p>Piercing / Tattoos: Rings in visible body piercing must always be removed or covered with plasters, except for stud earrings. A blue plaster must cover new visible body jewellery.</p> <p>Tattoos ideally should be discreet and if possible kept covered. New tattoos should be covered with an appropriate dressing.</p> | <p>To prevent injury to the patients and/or the staff.</p> <p>New piercing will colonise with a high level of micro-organisms.</p> <p>To provide a professional image.</p> |
| <p>Watches: Wristwatches and other wrist jewellery must not be worn when carrying out clinical care and having patient contact where a wristwatch would interfere with infection control precautions.</p> | <p>The area beneath wristwatches has been identified as a source of infection and also restricts the ability to wash above the wrist. May cause injury to patients during patient contact.</p> |
| <p>Badges: all staff must wear their photograph identification badge at all times. A maximum of two badges of professional organisation, qualification or trade union may also be worn. Staff involved in the direct care of patients, especially babies and small children must not wear badges in such a way that they may cause injury.</p> | <p>To enable patients, visitors and colleagues to identify individual members of staff</p> <p>Minimise risk of patient injury.</p> |

| | |
|---|--|
| <p>Tights/ Stockings: Should be plain light tan coloured or black or similar dark colour. In hot conditions they are not compulsory. Socks worn with a uniform should be dark and single colour</p> | <p>To enable staff to be comfortable in hot weather/ conditions.</p> |
| <p>Footwear: Must be clean and in a good state of repair. For staff performing direct clinical care or working in a factory type environment then shoes must have enclosed toes and heels. Shoes should not be of the backless/slip on variety i.e. mules. It is acknowledged however that clogs continue to be the shoe of choice in operating theatres and critical care areas clogs must be washable and heel straps used.</p> <p>Shoes should be plain black with soles in a material that minimises noise from walking and is non slip with low heels. Platform soles must be avoided. Trainers may be worn as long as they are plain black or white, exceptions to this should be agreed with the manager, following a documented risk assessment.</p> <p>Specialist footwear may be worn when a member of staff has a physical/medical condition requiring different footwear. This should be agreed with appropriate professional advice from a doctor, other relevant healthcare professional or the occupational health department</p> | <p>Footwear in a poor state of repair or poorly fitting is a safety risk.</p> <p>Minimise risk to staff of slipping or falling</p> <p>Shoes without a retaining strap can pose a health and safety risk and cause trips and falls.</p> |
| <p>Headwear: Where headwear is part of a uniform it should be in plain colours appropriate to the uniform. Staff who work outside may wear a plain sunhat or a plain woollen or fleece hat.</p> <p>In order to meet religious requirements a head covering may be worn. Examples include turbans, head scarves and skullcaps. These must be in an</p> | <p>To ensure professional appearance To enable staff to be comfortable in hot or cold weather/ conditions.</p> |

| | |
|--|--|
| appropriate neutral colour | |
| Laundry: When using home laundry facilities uniforms should be washed and ironed at the hottest temperature recommended for the material to comply with infection control requirements. | <p>Reduce the risk of cross infection.</p> <p>Comply with infection control guidance</p> |
| <p>Communication: To ensure effective communication, clothing which covers the face is generally not permitted for any staff in contact with service users, carers or members of the public, nor for staff in other roles where clear face to face communication is essential e.g. training.</p> <p>Staff in these areas who wish to wear a veil for religious reasons when they are not working e.g. during breaks may do so. However they must remove the veil for checking against their photo ID badge on request. Where there is disagreement about the impact on effective communication it is good practice to assess the effect before reaching a final decision.</p> | To aid communication and for security reasons |
| Protective Clothing : Where protective clothing is required it must be worn in accordance with health and safety policies and job role | Comply with health and safety and risk assessments |

6. STANDARDS OF DRESS FOR STAFF WHO PROVIDE DIRECT CLINICAL CARE OR HAVE DIRECT PATIENT CONTACT BUT ARE NOT REQUIRED TO WEAR A UNIFORM

| REQUIREMENT | RATIONALE |
|--|-----------------------------|
| Clothing: Must project a positive | To promote a reassuring and |

| | |
|--|---|
| <p>professional image and should not cause embarrassment or offence to colleagues, patients or visitors to the Trust.</p> <p>Clothes must be clean and tidy and in good state of repair. The wearing of jeans and casual clothing is not acceptable</p> <p>Where relevant all clothing should allow for full range of movement and should not hinder the wearer during moving and handling procedures.</p> | <p>professional image.</p> |
| <p>Footwear: Must be clean and in a good state of repair. Shoes must not be of the slip on variety i.e. mules or flip flop type shoes</p> <p>Specialist footwear may be worn when a member of staff has a physical/medical condition requiring different footwear. This should be agreed with appropriate professional advice from a doctor, other relevant healthcare professional or the occupational health department</p> | <p>Footwear in a poor state of repair or poorly fitting is a safety risk.</p> <p>Minimise risk to staff of slipping or falling</p> <p>Shoes or sandals without a retaining strap may pose a health and safety risk.</p> |
| <p>Jewellery: If worn must be with regard to safety in the area of work concerned. Long necklaces or dangling earrings for pierced ears must not be worn in areas where there is the risk of contact with machinery.</p> <p>Discrete jewellery can be worn if not hindering the safety of the wearer or service user</p> | <p>To minimise risk of injury.</p> <p>To minimise transfer of infection.</p> |
| <p>Badges: all staff must wear their photograph identification badge at all times. A maximum of two badges of professional organisation, qualification or trade union may also be worn.</p> | <p>To enable patients, visitors and colleagues to identify individual members of staff</p> <p>Minimise risk of patient injury.</p> |

| | |
|--|--|
| <p>Staff involved in the direct care of patients, especially babies and small children must not wear badges in such a way that they may cause injury.</p> | |
| <p>Communication: To ensure effective communication, clothing which covers the face is generally not permitted for any staff in contact with service users, carers or members of the public, nor for staff in other roles where clear face to face communication is essential e.g. training.</p> <p>Staff in these areas who wish to wear a veil for religious reasons when they are not working e.g. during breaks may do so. However they must remove the veil for checking against their photo ID badge on request. Where there is disagreement about the impact on effective communication it is good practice to assess the effect before reaching a final decision.</p> | <p>To aid communication and for security reasons</p> |
| <p>Protective Clothing : Where protective clothing is required it must be worn in accordance with health and safety policies and job role</p> | <p>Comply with health and safety and risk assessments</p> |
| <p>Perfume/ Aftershave: Must be discreet.</p> | <p>Patients may find a strong smell nauseating.</p> |
| <p>NB: IN ADDITION TO THE ABOVE, WHERE STAFF PROVIDE DIRECT CLINICAL CARE OR HAVE DIRECT PATIENT CONTACT BUT ARE NOT REQUIRED TO WEAR A UNIFORM, AND THERE IS A RISK OF CROSS INFECTION:</p> | |
| <p>Hair: Must be clean, neat, off the face and collar, even as a ponytail. Fastenings should be discreet, without adornment.</p> | <p>There is a possibility of hair carrying Staph Aureus. Provided hair is clean and tidy the risk of dispersal is minimal. Sharp points, ribbons and scarves can pose a safety risk.</p> |
| <p>Male staff should be clean-shaven or</p> | <p>There is a possibility of hair carrying</p> |

| | |
|---|--|
| <p>ensure beards/moustaches are neatly trimmed.</p> | <p>Staph Aureus. Provided hair is clean and tidy the risk of dispersal is minimal.</p> |
| <p>Fingernails: Must be clean, short, neatly manicured without nail varnish. False nails of any kind must not be worn if carrying out clinical duties</p> | <p>To avoid transferring bacteria on or under fingernail or from chipped nail varnish. (Infection Control Guidance) To minimise the risk of patients and staff being scratched when involved in direct handling procedures To avoid transferring bacteria on or under false fingernail or from chipped nail varnish. Loose nails could break off and fall into wounds etc.</p> |
| <p>Jewellery: Necklaces/ bracelets must not be worn in the clinical area. Ethnic or religious adornments must be pinned to the inside of a uniform if worn. (Case Law Miss N Eweida vs. British Airways PLC) SOS identification is permissible. For staff providing direct clinical care or working in food preparation only one ring allowed. This ring must be a plain band. Earrings must be of metal stud type and the maximum of one earring in each earlobe, no other visible rings.</p> | <p>Jewellery may be hazardous for the following reasons: Rings (even wedding bands) have been found to attract microorganisms. (Hoffman et al 1985). Rings with stones can scratch patients; the stones may become dislodged. Stoned rings prevent effective hand decontamination and the mountings often become contaminated with microorganisms Jewellery that is hanging e.g. a necklace, could potentially be dangerous with a confused or violent patient or when working with machinery.</p> |
| <p>Piercing / Tattoos: Rings in visible body piercing must always be removed or covered with plasters, except for stud earrings. A blue plaster must cover new visible body jewellery. Tattoos ideally should be discreet and if possible kept covered. New tattoos should be covered with an appropriate dressing.</p> | <p>To prevent injury to the patients and/or the staff. New piercing will colonise with a high level of micro-organisms. To provide a professional image.</p> |

| | |
|--|--|
| | |
| <p>Watches: Wristwatches and other wrist jewellery must not be worn when carrying out clinical care and having patient contact where a wristwatch would interfere with infection control precautions.</p> | <p>The area beneath wristwatches has been identified as a source of infection and also restricts the ability to wash above the wrist. May cause injury to patients during patient contact.</p> |

7. STANDARDS OF DRESS FOR STAFF WHO HAVE NO DIRECT PATIENT CONTACT

| REQUIREMENT | RATIONALE |
|---|---|
| <p>Clothing: Must project a positive professional image and should not cause embarrassment or offence to colleagues, patients or visitors to the Trust.</p> <p>Clothes must be clean and tidy and in good state of repair. The wearing of jeans and casual clothing is not acceptable</p> <p>Where relevant all clothing should allow for full range of movement and should not hinder the wearer during moving and handling procedures.</p> | <p>To promote a reassuring and professional image.</p> |
| <p>Footwear: Must be clean and in a good state of repair. Shoes must not be of the slip on variety i.e. mules or flip flop type shoes</p> <p>Specialist footwear may be worn when a member of staff has a physical/medical condition requiring different footwear. This should be agreed with appropriate professional advice from a doctor, other relevant healthcare professional or the occupational health department</p> | <p>Footwear in a poor state of repair or poorly fitting is a safety risk.</p> <p>Minimise risk to staff of slipping or falling</p> <p>Shoes or sandals without a retaining strap may pose a health and safety risk.</p> |

| | |
|---|--|
| | |
| <p>Jewellery: If worn must be with regard to safety in the area of work concerned. Long necklaces or dangling earrings for pierced ears must not be worn in areas where there is the risk of contact with machinery.</p> <p>Discrete jewellery can be worn if not hindering the safety of the wearer or service user</p> | <p>To minimise risk of injury.</p> <p>To minimise transfer of infection.</p> |
| <p>Badges: all staff must wear their photograph identification badge at all times.</p> | |

8. DISCRIMINATION AWARENESS

The Trust expects the same standards of conduct of all employees. Managers should bear in mind the possibility that some employees may need assistance to follow or understand rules or procedures because of language or disability factors, for example. If such assistance is needed or requested, consideration should be given to providing it.

The Trust recognises the religious, cultural, disability and pregnancy related requirements of members of staff in relation to the uniform they wear. These requirements will be handled with sensitivity and wherever possible an appropriate uniform will be provided, taking into account both infection control and risk management considerations. Further advice and guidance on individual cases can be obtained from workforce department

Policy Consultation Responses

APPENDIX 1

| Responder (including job titles and organisation) | Version, Comment and Date | Response from Author |
|--|---|-----------------------------|
| Amanda Wilkinson, HR Manager | Final version, incorporated guidance from NHS Employers in relation to wearing of a burkha or full face veil. | Guidance incorporated |

For clinical staff only