



# Code of Behaviour For NHS

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## Introduction

It is important that we know the standards of behaviour expected of use by both NHS Professionals, while on assignment, and also by those hospitals and clinics in which we are placed. This Code sets out those expectations for all NHS Professionals flexible workers and also outlines those behaviours we do not want to see demonstrated when we are on your assignment.

The Code of Behaviour cannot cover everything that might be relevant; it does however set out the minimum standards of conduct and behaviour that are appropriate. Any breaches of this Code, or other instances where a security officer conducts themselves in a way which is regarded as inappropriate, may be treated as gross misconduct under 1SC's Disciplinary Policy and Procedures. The penalty for gross misconduct may be dismissal.

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## Appropriate and Professional Behaviour

As a professional security officer, we are a representative of both NHS Professionals and the Trust where we undertake your assignment. We are expected to give confidence to the public, patients and colleagues and to act with integrity. We must not act in any way which could have an adverse impact on NHS Professionals' reputation e.g. wearing our uniform when socialising or drunk in a public house, fighting, etc.

Different behaviours are acceptable in different environments. Please note most of these are addressed by NHS Professionals' or local Trusts' policies and guidelines and non-compliance with these policies and guidelines could lead to disciplinary action being taken against the individual.

Examples of unacceptable behaviours are listed below (This list is not exhaustive):

- Using Trust e-mail or internet systems for personal use
- Befriending patients or service users on media sites e.g. Facebook, or making reference/comments relating to individuals that work for NHS Professionals or service users/patients
- Uploading on any media sites photos of any patients, service users or any photos taken in a client Trust
- Arranging to meet patients or service users or their family socially when off duty
- Not maintaining a professional emotional distance from patients and services or relatives and/or entering into an intimate or sexual relationship with any patients, service users or relatives we come into contact with as part of your assignment
- Making or receiving personal telephone calls or texts whilst working
- Making comments to patients, clients or visitors that may inappropriately affect their confidence in the care they may receive from the Trust and NHS Professionals
- Acting as an "undercover" journalist or in any other covert position
- Smoking, chewing gum or eating when attending to patients or members of the public
- Using foul, obscene or abusive language, or acting aggressively
- Falling asleep on duty
- Making inappropriate use of NHS resources, e.g. consuming food intended for patients or making, using computers for personal use.
- Attending work under the influence of, or smelling of, alcohol or illegal drugs
- Wearing clothing, badges or other items with statements or insignia that are likely to cause offence
- Alleging hours not worked



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- Giving someone else access to our login details, password, Smart Cards and/or any other identity cards /badges that have been assigned for our personal use

## **Prior to your assignment we must:**

- Keep NHS Professionals informed of our availability
- Keep our training up to date
- Inform NHS Professionals of any changes in relation to our employment status
- Inform NHS Professionals of any investigation/ disciplinary procedures/ referrals to statutory bodies that we are aware of
- Inform NHS Professionals of any shift cancellation within a reasonable period of time

## **On arrival at and during our assignment, we must:**

Be punctual and ready to commence work at the start time of our assignment

Present ourselves in a professional manner in line with the local uniform policy or dress code.

- Be honest and act with integrity
- Identify who our supervisor is and what our duties will be (assignment instructions)
- Ensure we receive appropriate induction when on an assignment
- Orientate ourselves to our environment for the safety of ourselves and those around us (stakeholders)
- Ensure we receive a handover to enable us to familiarise ourselves with the environment.
- Ensure we are aware of and always work within the limitations of our role and only perform those tasks for which we have been trained and are deemed competent (assignment instructions)
- Move to a different area during our assignment if asked to do so by NHS due to patient need

## **At the end of your assignment we must:**

- Hand over our work to our supervisor, or the person taking over from us, and report any adverse incidents that have occurred
- Make accurate and legible records of what we have done and of the care we have given before we leave, printing our name, role and identifying ourselves as an NHS security officers in the records
- Return any property or other resources we have obtained during the course of our assignment
- Dispose appropriately of confidential and patient identifiable information, such as the handover sheet, before leaving the clinical area

## **Disclosure of Information:**

We must maintain confidentiality and not at any time disclose information of a confidential or sensitive nature gained in the course of our assignment without clear authorisation. All patient and service user records are confidential, must be kept in a safe and secure place at all times in line with local Trust policy and access only allowed to those authorised by nature of their job to read them. On occasions we may be asked by NHS to provide a statement relating to an incident that we either witnessed or were involved in. We are required to comply with this request and inform NHS immediately.



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## Health and Safety

It is extremely important that we comply with NHS guidance on Health & Safety and the local Trust Health and Safety policy and procedures and take personal responsibility for ensuring our health and safety and that of patients, colleagues and other people who we come in to contact with. We must ensure that we fully adhere to the Working Time Directive.

## Gifts and Hospitality

We must not accept any gift, hospitality or incentive which might be considered as a favour in relation to carrying out an assignment for NHS without exception.

## Bribery Act 2010

We must be aware of local Trust policy and processes to prevent bribery in accordance with the Bribery Act 2010. If we suspect or discover any instances of bribery when on assignment, we must report it immediately to NHS

## Cash Handling

NHS Professionals will inform the police of suspicions about mishandling of cash

We must not:

- Accept, lend, borrow, take care of patients' or service users' money without exception.
- Offer financial investment advice
- Cash patients' or service users' cheques
- Assist or carry out any financial activity on behalf of the patient or service user

Under no circumstances may we use or borrow any resources or belongings of the NHS patient or service user, neither should we borrow money and/or possessions etc from a patient or service user, irrespective of their knowledge or approval.

## Conflict of Interest

We must tell NHS if there are any possible conflicts of interest.

## Disclosures in the Public Interest

NHS may want to ensure that security officers can raise any public concerns in the right way, at the right time, to the right people. A public concern is a serious one about malpractice, which affects the well-being of patients, service users, other customers, staff, the public or the environment.

If we have a concern that relates to issues mentioned above or perceived fraud and/or corruption which may adversely affect patients, service users, the public, other staff or NHS and its reputation, this should be dealt with by contacting 1SC Guarding Ltd immediately.

## Equal Opportunities

We must ensure we follow Flexible Worker Equality and Diversity guidance and the local Trust's Equality and Diversity Policy. We have a duty not to harass or discriminate against any patient, colleague, service user, or member of the public. Any breaches of the Equality and Diversity Policy will be taken very seriously and may be treated as gross misconduct.



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Further guidance may be found in the Flexible Worker Equal Opportunities, Dignity at Work and Diversity guidelines.

## **NHS expects all security officers to demonstrate our core values when working an Assignment**

### **During our assignment we must:**

#### Value 1: Caring

- Maintain the dignity of patients
- Meet the physical needs of the assignment
- Keep patients safe from harm
- Engage with and talk to patients if required
- Anticipate the needs of our clients

#### Value 2: Reliable

- Be reliable and always attend shifts
- Demonstrate awareness of our limitations within the role
- Report any concerns promptly
- Be trusted to carry out tasks with only indirect supervision
- Maintain a good standard of record keeping

#### Value 3: Professional

- Arrive for duty wearing appropriate uniform
- Be calm and approachable when dealing with difficult situations
- Act as a role model for others
- Demonstrate a high level of knowledge and skills
- Be willing to learn and develop new skills
- Share knowledge and skills with others
- Work cooperatively within teams and respect the skills, expertise and contributions of others
- Consult and take advice from colleagues when appropriate
- Comply with reasonable requests from both NHS