

STAFF APPEARANCE AND STANDARDS POLICY

1. INTRODUCTION

- 1.1 Chesterfield Royal Hospital NHS Foundation Trust is committed to the provision of high quality health care in all aspects of its services to patients, visitors, the local community and employees.
- 1.2 The Trust considers the way employees dress and their appearance is of significant importance in portraying a professional image to all users of services, whether patients, visitors, clients or colleagues.
- 1.3 This policy sets out the expectations of the Trust in relation to corporate dress code and the wearing of Trust uniforms.
- 1.4 The Trust recognises that as far as possible staff should feel comfortable in their uniforms, subject to the overriding requirements of patient safety and public confidence.

2. POLICY STATEMENT

- 2.1 This policy applies to all staff groups including those with honorary contracts, agency workers and students.
- 2.2 The policy sets out the expected standard of appearance for all Trust staff whilst on duty and travelling to and from work.
- 2.3 The policy is aligned with the Trust's Proud to CARE values (Compassion, Achievement, Relationships, Environment). <https://intranet.chesterfieldroyal.nhs.uk/>

3. EQUALITY IMPACT ASSESSMENT

- 3.1 The Trust aims to design and implement services, policies and measures that meet the diverse needs of services, the population and workforce, ensuring that none are placed at a disadvantage over others.
- 3.2 Therefore, this policy and procedure applies to all Trust employees irrespective of age, race, colour, religion, belief, disability, nationality, ethnic origin, sexual orientation or marital status, carer status, social and employment status, HIV status, gender reassignment, political affiliation or trade union membership. All employees will be treated in a fair and equitable manner.
- 3.3 The Trust will take account of any specific access or specialist requirements for individual employees during the implementation of this policy.

4. DEFINITIONS

- 4.1 No specific definitions required.

5. OVERALL DRESS AND APPEARANCE STANDARDS

- 5.1 Details are provided here on the general standards of appearance that are expected of all employees.
- 5.2 **Personal hygiene**

Staff are expected to maintain a high level of personal hygiene at all times. Failure to do so will be brought to the individual's attention by their line manager in a sensitive and private manner.

5.3 **Chewing gum**

Staff who have contact with patients must not chew gum whilst on duty unless this is required for therapeutic reasons, for example nicotine replacement, in which case this must be agreed with the appropriate line manager and avoided during direct communication with patients.

5.4 **Hair**

Hair should be clean and well groomed. For staff who have contact with patients, hair should be worn off the collar and not unduly cover the face. Hair accessories to secure hair should be discreet. Artificial hair colours should be discreet.

Facial hair

Staff should either be clean shaven or have clean and well groomed beards/moustaches.

5.5 **Nails**

Staff who are in direct contact with patients must ensure fingernails are kept short and clean. Nail varnish, false nails and nail jewellery are not allowed or acceptable in clinical areas.

5.6 **Make up**

Make up, if used, should be minimal and unobtrusive.

5.7 **Tattoos**

Where present, visible tattoos should not be offensive to others. Where they may be deemed to be offensive, they should be appropriately covered.

5.8 **Jewellery**

Jewellery should be discrete, appropriate and not be a health and safety hazard. Clinical staff must not wear items other than:

- One pair of stud earrings (no hoop earrings)
- Plain wedding ring

Exceptions may be made for medical alert bracelets.

Jewellery worn for religious reasons is permitted provided there are no health and safety or infection control implications.

5.9 **Mandatory religious adornments**

The wearing of items arising from cultural or religious norms is, in most circumstances, welcomed by the Trust provided the health and safety, infection control and security of patients or staff is not compromised.

For those individuals who wish to wear an adornment, a risk assessment will be undertaken on a case by case basis before any decision to permit an employee to wear an adornment is taken. This will be discussed and agreed with the individual and their line manager with advice from Human Resources.

5.10 **Footwear**

Footwear must be safe, maintained in good order, with a sole that provides suitable grip and made of material that is easily cleaned. Staff should have regard for the nature of the work they are undertaking, giving consideration to:

- The degree and nature of manual handling activities undertaken

- The frequency of movement around the Trust
- The frequency and use of step ladders, kick stools or similar
- The use of wheeled equipment
- The prevalent type of flooring in the area worked
- The likelihood of encountering wet flooring

Clinical staff should ensure that their shoes have soles that minimise the noise to patients, for example soft soles such as crepe or rubber. Shoes must be black and enclose the whole foot and be made of a wipeable material. Clog-style shoes, flip-flops or unsafe heels, ie more than 1 inch (2.5cm) high must not be worn. Staff involved in high impact/ proprioceptive activities, or those at speed, may wear supportive training shoes to minimise any risk of injury to themselves. Training shoes should be plain, black, and made of leather/ wipeable material. Where protective shoes are required, such as steel toe caps, these will be provided by the Trust following a role specific assessment.

5.11 **'Bare below the elbows' requirements**

All staff entering a clinical area that have responsibility for direct patient contact must adopt the 'bare below the elbows' dress code and will be required to wear short sleeves or ensure that their long sleeves are securely rolled up. Wrist watches and jewellery (other than a plain metal wedding band) must be removed.

Bare below the elbows means that all staff in contact with patients should effectively wash their hands and wrists between patient contact to reduce the risk of cross infection. It is not possible to do this properly with cuffs, watches and jewellery.

6.0 **MOBILE PHONES**

6.1 Staff must not use mobile phones, MP3 players, i-pods etc for personal/private use whilst on duty unless they are required for their role.

7.0 **IDENTIFICATION**

7.1 A visible identity name badge should be clearly displayed at all times. For staff delivering direct patient care, ID badges should be attached by a clip. Other staff may wear a 'snap release' NHS approved or plain lanyard.

- It is good infection control practice to clean ID badges daily to remove contaminants
- Lanyards should be changed regularly

8.0 **STANDARDS FOR STAFF IN UNIFORM**

8.1 Staff issued with a uniform must wear it at all times when on duty.

8.2 Staff will be provided with sufficient uniforms to change each day and must wear a clean uniform at the start of every shift.

8.3 Fob watches and Trust approved badges promoting professional qualifications or affiliations may be pinned to the uniform (no more than 2).

8.4 Staff uniforms must not be personalised in any way.

8.5 Cardigans/ fleeces/ jumpers should be in keeping with the relevant uniform colours and no logos should be visible. These items of clothing should not be worn in clinical areas.

8.6 Appendix 1 outlines guidance to staff for washing uniforms at home.

9.0 TRAVELLING IN UNIFORM

- 9.1 All staff are encouraged to change into and out of uniform at work. If this is not possible staff are permitted to travel to and from work in uniform as long as it is fully covered by a coat.
- 9.2 Staff should not wear their uniform in public areas such as shops, supermarkets and restaurants.
- 9.3 It is recognised that staff who are working in the community will be in their uniform in public places during working hours, however, these staff should not be visiting shops, supermarkets or restaurants during or outside of their working hours in uniform.
- 9.4 Staff who are seen in uniform in public areas as defined above may be subject to formal action in line with the Trust Disciplinary Policy.

10.0 STANDARDS FOR STAFF NOT REQUIRED TO WEAR A UNIFORM

10.1 Staff not required to wear a uniform should dress in a way that is appropriate to the functions they perform. The following items of clothing are examples of acceptable and unacceptable dress, either on the grounds of health and safety or for the Trust's public image.

10.2 Acceptable

- Business suits
- Skirts
- Trousers/culottes
- Shirts/blouses
- Smart t-shirts and tops
- Smart jumpers and sweatshirts
- Jackets and blazers
- Dresses

10.3 Unacceptable

- Denim jeans or denim skirts
- Long skirts that touch the ground
- Micro/mini skirts
- Combat trousers, leggings, tracksuits
- Clothes that reveal underwear
- Tops revealing the midriff
- Clothing with inappropriate or offensive slogans
- High fashion clothing incorporating rips, tears or studs
- Baseball caps/hats

10.4 Personal protective equipment (PPE)

Staff within non-clinical support areas may be required to wear PPE. Staff issued with PPE or clothing for their safety must ensure these are worn, stored, used, cleaned, maintained, serviced and disinfected as appropriate and in accordance with the manufacturer's recommendations.

11.0 ATTENDANCE AT WORK RELATED EVENTS

- 11.1 All staff are reminded that whilst attending any meeting, training or conference (including training provided by the Trust), they are representing the Trust and therefore the principles outlined within this policy apply. Specifically that an employee's appearance should reflect the Trust's corporate image.
- 11.2 When attending training on site, staff should wear clothing that is appropriate for the training they are undertaking. Clinical staff who wear a uniform are encouraged to wear their uniform when attending clinical training events.

12. ROLES AND RESPONSIBILITIES

- 12.1 All staff will be responsible for taking reasonable care of uniforms provided and must bring to the attention of the appropriate line manager any defect in a uniform in order that it may be replaced.
- 12.2 All line managers are responsible for ensuring staff comply with this policy and promptly address any non-compliance.
- 12.3 Human resources will provide advice and guidance to all staff and line managers where necessary.

13.0 TRAINING REQUIREMENTS

- 13.1 Staff will be informed of the requirements of this policy at induction.

14.0 MONITORING

- 14.1 Staff compliance with this policy will be measured by spot checks of dress, accessories and uniform compliance using the Staff Appearance Audit Tool (*Appendix 2*).
- 14.2 Line managers will report audit results to the relevant Divisional Quality Governance Group quarterly.

15.0 KEYWORDS

- 15.1 Uniform; Appearance; Image

16.0 REFERENCES

- 16.1 Department of Health (2010) Guidance on Uniforms and Workwear Policies for NHS Employers (TVU1, TVU2, UCLH).

Centres for Disease Control and Prevention, Guidelines for Hand Hygiene in Health-Care Settings: Recommendations of the Healthcare Infection Control Practices Advisory Committee and the ICPAC/SHEA/APIC/IDSA Hand Hygiene Task Force. MMRW 2002;51 (No. RR-16) (CDCP).

The Health and Social Care Act (2008): Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

Royal College of Nursing (2005) Guidance on uniforms and clothing worn in the delivery of patient care.

Personal Protective Equipment Regulations (2002).

Equality Act (2010).

The Control of Substances Hazardous to Health Regulations (2002) (as amended)

(COSHH).

Management of Health and Safety at Work Regulations (1999).

'Securing Health Together'; Health and Safety Executive (HSE) long term strategy for occupational health

Health Act (2006) Code of Practice, Duty 4

17.0 RELATED POLICIES

17.1 Staff Identification Policy.

Infection Control Policies Manual.

Health and Safety Policy and Codes of Practice Manual.

Disciplinary Policy.

Equal Opportunities Policy.

Date of ratification: Quality Delivery Group – November 2015

First issued: December 1997

Version no: 1.2

Date issued: November 2015

Review date: November 2017

For review by: Professional Standards Group

Director responsible: Director of Nursing and Patient Care
Medical Director

EQUALITY IMPACT SCREENING TOOL APPENDIX 1

Please complete the following when screening your policy for potential impact on equality groups.

1. Name of lead	Lynn Andrews
2. Directorate/ Department	Human Resources
3. Name of policy	Staff Appearance
4. Is this a new or existing policy?	Existing Policy - updated
5. Target audience e.g. patients and public; NHS staff; professional health organisations; voluntary organisation; internal staff	All staff working in or for the Trust.
6. What are the aims of the policy?	To provide guidance on staff appearance and dress.
7. Does any part of this policy have a positive impact on our duty to promote good race relations, eliminate discrimination and promote equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	Yes
8. Could any part of this policy have an adverse impact on our duty to promote good race relations eliminate discrimination and promote equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No
9. Are there any factors that could lead to differential take-up, outcomes or satisfaction levels based on people's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No

GUIDANCE FOR WASHING UNIFORMS AT HOME

The empirical evidence (UCLH) looked at the removal of deliberate contamination from swatches of uniform material held in the pockets of uniforms, and at the removal of contaminants during the uncontrolled washing of uniforms in a home laundry.

Wash uniforms at the hottest temperature suitable for the fabric. A wash for ten minutes, at 60C, removes most micro-organisms

Clean washing machines and tumble driers regularly and maintain according to manufacturer's instructions. Dirty or under-performing machines can result in contamination with environmental micro-organisms. There is no published evidence that this is an infection control risk, but it is prudent to avoid it.

Provide sufficient uniforms for the recommended laundry practice. Staff who have too few uniforms may be tempted to reduce the frequency of laundering.

Where necessary in order to avoid overloading wash uniforms separately from other clothes. No evidence of cross-contamination, but overloading the machine will reduce wash efficiency. Staff may be tempted to wash mixed loads at lower temperatures than recommended.



STAFF APPEARANCE AUDIT

Date:/...../..... Ward/Department

Replies should be **Yes** (Y or) **No** (N or) or n/a

		1	2	3	4	5	Comments
Uniform is	a dress						
	a tunic & trousers						
	clean (<i>no visible soiling</i>)						
	in a good state of repair						
	appropriate (<i>ie no tracksuit trousers etc</i>)						
Cardigan or sweater or fleece	is not worn during clinical care						
	staff adhere to cardigans not worn during clinical care policy						
	if worn during break it is black or navy						
Footwear is	black						
	flat						
	toes enclosed						
Tights or socks	black * tights not required in summer						
Hair is	neat and tidy						
	arranged off the collar						
Nails	nail varnish not worn						
	staff adhere to no nail varnish policy						
	false nails are not worn						
	staff adhere to no false nails policy						
Watches	wrist watch is not worn						
Jewellery	maximum one pair stud earrings						
	maximum one wedding ring						
	maximum of three professional badges						
ID badge is clearly	visible						
	legible						
Tattoos	no offensive tattoos						
	staff adhere to no offensive tattoos policy						