

ASHGATE HOSPICE**CODE OF BEHAVIOUR****Guidelines for Professional Conduct at Work****Introduction:**

It's important that the hospice is open and transparent about the standards and expectations required of staff, volunteers and contractors. This will help us create and maintain a culture of high performance, of shared values and ensure our continued and future success.

The Code of Behaviour applies to all staff, volunteers and contractors (colleagues) at Ashgate Hospice and aims to explicitly outline the behavioural standards and expectations required at work. We recognise that working in an environment of safety, trust, dignity and mutual respect is beneficial to us all and helps avoid conflict or harm.

The hospice expects all colleagues to follow this code and to be aware of the potential consequences and impact of their actions on others.

Colleagues are accountable for their actions and are expected to comply with legislation, terms and conditions of employment, (where applicable) policies and procedures as well as other written guidelines.

Ashgate Behaviours:**1. Respect, Safety and Dignity**

All colleagues, as well as our patients, supporters and other third parties should expect to be treated with respect and dignity and to be kept safe from harm. Colleagues must not act in any way which disrespects, belittles, undermines, threatens, intimidates, bullies, or threatens the safety of others, either physically or psychologically.

2. Equality, Diversity and Inclusion (EDI)

Colleagues should act in a way which supports our values and EDI commitments, and which does not harass or unfairly excludes others or unfairly or unlawfully discriminate against an individual or group of individuals on the grounds of any 'protected characteristic' as defined within the Equality Act 2010. This includes discrimination on the grounds of:

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Review Frequency: 2 yearly

Next Review Date: Jan 2025

Responsibility: HR Team

Distribution: All employees, volunteers, clinical, non-clinical, retail and contractors.

Care Quality Commission: This policy contributes to the 5 Key Lines of Inquiry and demonstrates that the service is safe, effective, caring, responsive and well led.

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

In addition, the hospice expects colleagues to be treated fairly, equitably and in line with our values regardless of characteristics which are not currently covered by legislation, including size or physical appearance, cultural background, socio-economic status etc.

Please refer to the hospice Equal Opportunities Policy (C1) for further details.

Colleagues can find out more about Ashgate's EDI commitment here <https://ashgatehospice.org.uk/equality-diversity-inclusion>

3. Professionalism

Colleagues are expected to:

- Adhere to appropriate professional standards of conduct and behaviour and hospice policies, procedures and guidelines.
 - Undertake any training provided by the hospice which is deemed proportionate and specific to their role and to support the delivery of professional standards of conduct and behaviour.
 - Act in accordance with the vision, purpose and values of the hospice.
 - Be committed to the hospice's success by achieving objectives and pursuing development opportunities.
 - Work effectively within the time available.
 - Dress appropriately and professionally for the role.
 - Operate with transparency, honesty and trust.
 - Act as an ambassador for the hospice when on duty or when identifiable as hospice staff/volunteer.
- Maintain professional registration where it is an essential part of the role and adhere to standards of behaviour and practice set out by their relevant professional bodies.

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Be aware that professional standards of behaviour and conduct can apply to situations outside normal working time or the normal working environment, including fundraising events or work 'functions' such as Christmas parties.

4. Confidentiality & Data Protection

Colleagues must be aware of their responsibilities under the Data Protection Act 2018 and the UK GDPR (General Data Protection Regulation). Confidentiality and secure data processes must be adhered to at all times. For further information, please refer to the Confidentiality Policy (B22) and/or speak with our Data Protection Officer.

5. Social Media

Colleagues should adhere to the above standards of professionalism, confidentiality and respect and dignity when using social media (e.g. blogs or networking sites such as Facebook, Twitter or LinkedIn) in respect of their interactions with other colleagues or comments made about staff, volunteers, supporters, patients or the hospice. Please refer to the hospice Social Media Policy (B21) for further details.

Learning and Development

All colleagues have a duty to undertake core skill training relevant to their role and are responsible for ensuring that this training is updated. Core skills includes topics such as Health and Safety, Fire Awareness, Infection Prevention Control, Equality and Diversity to name a few.

All colleagues have a duty to undertake specialist skill training relevant to their role and are responsible for ensuring that this training is kept up to date.

For more information in relation to Learning and Development at Ashgate Hospice and our expectations of the learning and development specific to you and your role please consult our learning hub or contact lod@ashgatehospice.org.uk.

Failure to Follow Guidelines

Breaches of this code or of hospice policies, procedures, other written guidance or explicit or implied terms could constitute unacceptable behaviour under the hospice's Disciplinary Procedure (C3) or under individual contractor agreements and lead to informal or formal action being taken against the individual colleague concerned.

Where a colleague is aware of a breach of this code, they should in the first instance bring it to the attention of their line manager.

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EQUALITY IMPACT STATEMENT

All policies must be screened to determine equality relevance. This is to ensure that the policy does not have any possible or actual adverse impact on any groups/individuals in respect of their gender, race, disability, religion or belief, sexual orientation and age.

This policy has been screened to determine equality relevance and is considered to have low equality relevance. A copy of the impact assessment for this policy is available from the Data Protection Officer.

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