

DIGITAL HEALTH AND CARE WALES

DRESS CODE POLICY

Document Version	1
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Status	Approved
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Document author:	All NHS Wales
Approved by	All NHS Wales
Date approved:	19 February 2015
Review date:	31 March 2022

STRATEGIC OBJECTIVE (Please place a 'x' next to relevant objective/s)

Mobilising digital transformation and ensuring high quality health and care data	
Expanding the content, availability and functionality of the Digital Health and Care Record	
Delivering High Quality Digital Services	X
Driving value from data for better outcomes	

QUALITY STANDARDS (Select relevant standard/s)

ISO 20000	X	ISO 27001	X	ISO 9001	X	ISO 14001	
BS 76000:2015	X	BS 76005	X	BS 10008		ISO 13485	
SDI (Service Desk Institute) Standard							X

HEALTH CARE STANDARD (Select relevant standard/s)

Staying Healthy	X	Safe Care		Effective Care		Dignified Care	
Timely Care		Individual Care	X	Staff & Resources			X

EQIA STATEMENT (Select as appropriate)

	Not applicable
20 August 2014	Outcome - Approved
<p>Statement:</p> <p>The assessment found that there was no impact to the equality groups mentioned and this will policy have a positive impact on all of the 'protected characteristic' groups. Where appropriate, the organisation will make plans for the necessary actions required to minimise any stated impact to ensure that it meets its responsibilities under the equalities and human rights legislation.</p>	

APPROVAL/SCRUTINY ROUTE: Person/Committee/Group who have received or considered this

Local Partnership Forum	23/03/2021	Approved

WELL-BEING OF FUTURE GENERATIONS ACT (Select relevant theme/s)

A Prosperous Wales	X	A Resilient Wales	X	A More Equal Wales	X	A Healthier Wales	X
A Wales of Cohesive Communities		X	A Globally Responsible Wales				X
A Wales of Vibrant Culture and Thriving Welsh Language							X

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1 DOCUMENT HISTORY

1.1 REVISION HISTORY

Date	Version	Author	Revision Summary
19/02/2015	1	All NHS Wales	Policy finalised

1.2 REVIEWERS

This document requires the following reviews:

Date	Version	Name	Position
31/03/2022	1	All NHS Wales	All NHS Wales

1.3 AUTHORISATION

Signing of this document indicates acceptance of its contents.

Author's Name:	All NHS Wales		
Role:	All NHS Wales		
Signature:		Date:	19/02/2015

Approver's Name:	All NHS Wales		
Role:	All NHS Wales		
Signature:		Date:	

1.4 DOCUMENT LOCATION

Type	Location
Electronic	Integrated Management System

2 INTRODUCTION AND POLICY STATEMENT

Digital Health and Care Wales recognises the importance of appearance in creating a positive and professional image that enhances the confidence of staff and visitors to the organisation. In addition, some issues of health and safety, infection prevention and control and security are very closely linked to dress and appearance.

Digital Health and Care Wales believes that the development and adoption of standards of dress and personal appearance is an important aspect of delivering high standards of service to service users and visitors. This is important whether or not individuals are required as part of their job to wear a uniform provided by the organisation. Whilst undertaking their contractual duties all staff when in uniform are acting as representatives of the organisation, who can be easily identified to enable immediate engagement with service users, and so must ensure that the organisation's standards for dress and appearance are maintained.

Digital Health and Care Wales respects a natural desire for a certain amount of individuality and discretion in how people dress and present themselves. This policy has therefore been designed to support good practice with regard to health and safety, infection prevention and control and security, as well as to promote a code of appearance that will engender a positive and professional image without being unreasonably prescriptive.

3 PURPOSE OF THE DOCUMENT

The purpose of this policy is to detail the principles that all employees must adhere to with regards to dress code, and the wearing and laundering of uniforms, highlighting specific expectations for all staff directly involved in the delivery of clinical services.

4 SCOPE

This policy applies to all employees of Digital Health and Care Wales, including agency workers, bank workers, students and those with honorary contracts.

Local protocols may be developed to provide further clarity around dress code and uniform requirements, and personal protective equipment requirements for specific work environments or roles. Any local protocols should be consistent with and supportive of the principles detailed within the Dress Code Policy.

Though not all staff may be required to wear a uniform, the requirement to present a smart, professional image applies to all employee's of Digital Health and Care Wales.

5 AIMS AND OBJECTIVES

- To provide clear guidance to staff and managers on the minimum standards of personal appearance, dress and uniforms.
- Provide a consistent approach across Digital Health and Care Wales to the application of the minimum standards of personal appearance, dress and uniforms.
- To identify a process to consider individual requests to vary the minimum standards of personal appearance, dress and uniforms.
- To advise on the minimum standards required to launder uniforms.
- To ensure that issues of Equality and Diversity are considered during the application of this policy.
- To identify a process for staff to request to vary the minimum standards identified within this policy.

6 DEFINITIONS

For the purposes of the Dress Code and Uniform Policy the following definitions apply:

Uniform:	A unified form of dress that identifies groups of staff
Clinical areas:	Any area where patients/donors/public are, or can, receive clinical attention or patient/donor care is prepared.
Non clinical areas:	Areas where only non clinical activity occurs e.g. offices

7 ROLES AND RESPONSIBILITIES

7.1 Employee Responsibilities

- Understand and comply with this policy
- Wear any uniforms provided for them by the organisation during their working day/shift
- Maintain uniforms through appropriate garment care and storage
- Advise managers if their uniform becomes unfit for purpose
- Ensure that a clean uniform is worn for each working day/shift
- Wear/utilise any Personal Protective Equipment (PPE) that is provided to them to undertake their role
- Ensure that any request to vary the minimum standards of personal appearance, dress code or uniform is made in accordance with this policy

7.2 Manager Responsibilities

- Ensure staff are provided with adequate quantities of uniform dependent on their working hours/rota etc
- Ensure uniform worn by staff is fit for purpose, taking appropriate action to repair or replace uniforms that are not fit for purpose
- Ensure staff are made aware of and comply with this policy

- Objectively consider any request to vary the minimum standards of personal appearance, dress code or uniform, accounting for individual circumstances
- Identify any Personal Protective Equipment (PPE) that is required for staff to undertake their role and responsibilities, providing this to staff in a timely manner

8 DRESS CODE AND UNIFORM PRINCIPLES

It is expected that staff should wear their uniforms/work clothes in a manner that will inspire public confidence, incorporating the below:

8.1 7.1 All Staff

- Clothing should be smart and clean.
- Clothing must be appropriate for the workplace i.e. not be overly tight or revealing.
- Clothing with inappropriate/abusive logos must not be worn to work.
- It is acknowledged that tattoos are a personal choice. Where tattoos may be viewed as offensive and are visible, staff should cover these during working hours.
- Staff should wear footwear which is comfortable and practical for the roles undertaken.
- Loose clothing should not be worn that may compromise staff health and safety within the workplace, or infection prevention and control.
- Identity Badges must be worn and be clearly visible at all times during working hours.

8.2 7.2 Staff working within the clinical environment

- Clean uniform/work attire must be worn for each shift/work day.
- Should staff uniform/work attire become contaminated/soiled during the working day this should be changed at the first available opportunity.
- ID badges on lanyards must not be worn in any clinical area.

9 CHANGING FACILITIES

Changing facilities will be made available to staff, where possible, to change at the start and end of their working day. Where such facilities are available, employees who are required to wear a uniform must change into their uniform at the start and end of their working shift.

If changing facilities are not available at the employee's usual place of work, staff should ensure that their uniform is covered up whilst travelling from and to their place of work. Staff should ensure they are familiar with any local procedures should changing facilities not be available.

It is recognised that some staff groups are required to wear their uniform whilst undertaking their role at various locations i.e. community and outreach staff. In these cases, staff should use local changing facilities if available, or comply with the guidance above.

10 SMOKING

Employees must not smoke when wearing a name badge or their uniform. Employees should refer to the Digital Health and Care Wales Smoke Free Policy for further guidance.

11 PERSONAL PROTECTIVE EQUIPMENT (PPE) AND CLOTHING

Staff may be provided with personal protective equipment (PPE) to allow them to undertake their role safely. Staff should ensure that they are familiar with any requirements in their area of work and comply with the protective requirements.

12 LAUNDERING UNIFORMS

Where laundering facilities for uniforms are offered within the workplace, employees should ensure they follow local procedures.

Where laundering facilities are not offered for uniforms, employees should ensure that they launder uniforms to the standards recommended by Welsh Government within the All Wales NHS Dress Code as detailed within Appendix B.

Contaminated/dirty uniform should not be transported with any other items and should be kept in a separate bag.

13 STAFF LEAVING UNIFORMS

When a member of staff leaves the employment of Digital Health and Care Wales, takes an employment break or is seconded for a period of a year or more, they should return any uniform that they were provided with, as well as their staff identity badge, to their line manager on their last working day.

14 EQUALITY

Digital Health and Care Wales recognises the diversity of cultures, religions, beliefs, disabilities and gender of its employees, and will take a sensitive approach where this presents specific requirements around personal appearance, dress code, and uniform requirements. Digital Health and Care Wales will endeavour to ensure that any particular needs are met, in addition to ensuring the health, safety and wellbeing of staff and patients.

Employees who require an exception to the minimum standards of personal appearance, dress code and uniform specified within this policy should make their request to their line manager using Appendix A. A meeting will be held between the employee and manager to consider any request.

Managers should ensure that any request to vary the provisions within this policy are considered on an individual basis, considering health and safety requirements, infection prevention and control, security, and any other organisational considerations. Appropriate advice and support may be obtained such as Workforce and Organisational Development, Infection Control, Health and Safety, Equality and Diversity, and Occupational Health.

Managers should communicate their decisions in writing to the employee detailing the justification for the outcome. If employees are not satisfied with the outcome of their request, they should raise their concerns in writing to the next appropriate manager in the first instance. Should the matter remain unresolved, the organisation's Grievance Policy should be implemented.

15 TRAINING

Whilst there are no formal training programmes in place to ensure implementation of this policy, each Executive Director, Divisional Director, Clinical Director, Divisional General Manager, Departmental Manager, and Head of Departments must ensure that all staff are made aware of the policy provisions and that they are adhered to at all times
Managers should make new staff aware of this policy during the Departmental Induction.

16 DISTRIBUTION

The Dress Code and Uniform Policy will be available via the organisation's Intranet Site. Where staff do not have access to the intranet, managers must ensure that staff have access to a copy of this policy.

17 AUDIT & MONITORING

Managers are responsible for monitoring compliance of this policy within their work area.
This policy will be subject to the normal Workforce and Organisational Development audit processes and procedures.

18 REVIEW

This policy will be reviewed three years after its approval by the Workforce and Organisational Development Committee, or earlier if required, as a result of changes in legislation or the requirements of relevant professional bodies.

19 LEGISLATION COMPLIANCE

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Equality Act 2010

20 REFERENCES

Welsh Assembly Government, 2010, All Wales NHS Dress Code,

Welsh Assembly Government, 2009, Free to Lead Free to Care

Department of Health, 2010, Uniforms and workwear: Guidance on uniform and workwear policies for NHS employers

21 Appendix A

Application to vary Digital Health and Care Wales Uniform and Dress Code Policy

To be completed by EMPLOYEE prior to meeting:

Member of staff name:	
Member of staff job title:	
Manager name:	
Manager job title:	

Detail the adjustment to the Dress Code and Uniform Policy that is being requested:	
Detail how the request contradicts the Dress Code and Uniform Policy:	
Detail any factors to be considered i.e. equality and diversity:	
Detail any known impact on Health and Safety, infection prevention and control standards, or security measures the request may have:	

Detail any other relevant factors:	
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To be completed by EMPLOYEE AND MANAGER during meeting:

Date of meeting:	
Present at meeting:	

Detail discussions held:	
Detail decision:	
Detail justification for decision:	

**Employee
Signature:**

Date:

**Manager
signature:**

Date:

22 Appendix B

Guidance for healthcare staff laundering uniforms/workwear in the home*

For staff working in some clinical environments a laundry service may be provided by the employing organisation. Where no laundry service is available the below guidance should be adhered to when laundering uniforms at home.

Where on-site changing facilities are available to staff, staff should remove their uniform on site.

For transportation, uniforms should be placed in a clear plastic bag or water-soluble bag suitable for use in domestic washing machines.

Uniforms should be washed at the hottest temperature suitable for the fabric. A wash for 10 minutes at 60°C should remove most micro-organisms.

Ensure that the machine is not overloaded for optimum wash efficiency and dilution factor.

Staff should wash their hands after loading the machine.

Use of a biological washing agent is preferable.

Tumble dry on the hottest temperature as recommended by the manufacturer or air dry thoroughly before ironing on the hottest setting as advised by the manufacturer.

*Reference Welsh Assembly Government, 2010, All Wales NHS Dress Code,