

Code of conduct

for staff, patients, carers and visitors

Working with us to get the best out of your health and social care

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01392 402093 or at rduh.pals-eastern@nhs.net for Mid Devon, East Devon and Exeter services) or on 01271 314090 or at rduh.pals-northern@nhs.net (for North Devon services)

The following information has been prepared to explain the codes of conduct that are expected of all Royal Devon University Healthcare NHS Foundation Trust staff.

What is a code of conduct?

Our staff must adhere to Trust policies, procedures, professional codes of conduct, performance and ethics which outline expected standards and behaviour.

Our values guide everything we do:

- ✓ We are compassionate
- ✓ We act with integrity
- ✓ We are inclusive
- ✓ We empower people



We will only do things that are helpful to you, be clear in any limitations of care and be sensitive on how information is provided to you.

We will respect confidentially and personal information, only sharing information with consent or when there is a clinical need.

We are committed to working with you in partnership regarding your care and treatment.

As a Trust, we are very proud of the diverse and highly skilled workforce we employ. We ask you to welcome all of our staff, regardless of their ethnicity, gender, religion or sexuality, and treat them all with the same respect.

In your home

When we visit you in your home we will aim to be prompt for appointments and endeavour to let you know if we are going to be late.

Our staff will be respectful in the use of mobile devices, tablets or laptops, which are used as part of their daily work and necessary for remote access of medical records which will help staff provide you with the right care.

Mobile phone use will be kept to a minimum when our staff are with you.

When we visit you in your home, we ask that you:

✓ Follow reasonable requests concerning infection prevention and control requirements to reduce the risk of transmission of a communicable disease.

✓ Provide a smoke and vape free room while we are in your home.



✓ Allow us to be with you on your own, or with one close family member, carer, friend, advocate or chaperone present. This ensures complete confidentiality and privacy.

✓ Move any pets to another room while we are with you.



✓ Work with us to ensure enough clear space is provided for your care and treatments. The health and wellbeing of you and our staff may be at risk in unhygienic, unsuitable or unsafe environments. Staff may leave if their immediate safety is at risk.

✓ Avoid where possible extremes of background noise, lighting or temperature.

✓ Tell us if you plan to film or record our time with you, unless you feel you have a good reason not to. If you do film or record our visits, please respect our staff's privacy by only sharing any recordings with those who need to see them.



✓ Are not under the influence of alcohol, illegal drugs or legal highs.

✓ Treat our staff with respect and please do not be verbally or physically aggressive. If our staff feel threatened they will leave.



• Any firearms or weapons are to be put away or locked in a secure cabinet in accordance with relevant legal requirements.

If you have any questions or comments, please do speak to the clinical staff visiting you.

In hospitals and clinics

If you cannot keep an appointment, please let us know as soon as you can. When you visit us in our hospitals and clinics:

- ✓ Treat others respectfully. Staff have the right to work free from harassment, bullying or violence. Abusive or violent behaviour could result in access to NHS services being refused.
- ✓ You should treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.
- ✓ Do not look at other people's notes without their permission. This also applies to your visitors looking at your personal notes without your permission.
- ✓ Mobile phones can be used in public and communal areas to make calls but are not always allowed on wards or clinical areas as they could affect medical equipment or disturb those who require rest. Please switch off all mobile phones and ask staff when and where you are permitted to use them.
- ✓ If you wish to film, record, take photos or video call, please discuss this with us and gain consent so that we can protect the privacy and dignity of staff, other patients and their visitors.
- ✓ Smoking, vaping or the consumption of alcohol is not allowed anywhere on our sites, grounds or car parks.

Your visitors and relatives must:

- ✓ Avoid coming into the hospital if they are ill with a stomach upset, heavy cold, flu or other infectious condition. This avoids passing it on to vulnerable patients and our staff.
- ✓ Comply with reasonable requests concerning infection prevention and control requirements to reduce the risk of transmission of a communicable disease.
- ✓ Follow any requirements, precautions or visiting restrictions which may be current and adhere to any local, regional or national requirements as stipulated by government and associated agencies responsible for the protection of public health.

Zero tolerance to hate crime

As an employer, we find it unacceptable for our staff, patients or visitors to the Trust to be mistreated in any way, but in particular because of their protected characteristics. These include disability, religion, race, sexual orientation or gender identity.

The Trust takes a zero-tolerance approach to such issues and strongly encourages all staff to report such incidents.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact:

PALS Mid Devon, East Devon and Exeter

- call 01392 402093 or email rduh.pals-eastern@nhs.net. You can also visit the PALS and Information Centre in person at the Royal Devon and Exeter Hospital in Wonford, Exeter.

PALS North Devon

- call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at the North Devon District Hospital in Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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