



Professional Standard of Dress Policy

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Equality Impact Statement

FLORENCE is committed to ensuring that, as far as is reasonably practicable, how individuals belonging to other organisations; our own team, users of the platform and all other service users are treated, reflects their individual needs and does not discriminate against individuals or groups on any grounds. This document has been appropriately assessed under the Equality Act 2010 and the impact is deemed to be low or negligible.

Things you (the reader) should know:

1. First impressions transmit powerful messages. Whilst an individual's perceptions should be based on what a person knows rather than how he or she looks, most people form an opinion about another person when they first meet and it often relates to the other person's appearance
2. To ensure patient or resident safety any clinical professional should adhere to the professional requirements of uniform as outlined in section 4.
3. There is a 4-stage compliance process associated with this policy as outlined in section 8.
4. Workwear is associated with adherence to safe clinical practice, Health and Safety Regulations and Infection Prevention and Control. (IPC)

Things you (the readers) should do (where applicable)

1. All workers associated with FLORENCE should dress and present themselves in a manner which will encourage public trust and confidence.
2. All workers familiarise themselves with the expectations of the client dress policy in respect of professional standards of dress.
3. Workers are required to comply with the Hygiene Code, which is statutory guidance and requires the arms of anyone having resident or patient contact to be 'bare below the elbow'.
4. In order to facilitate effective hand washing and resident/patient safety, wrist watches should not be worn in the clinical area and all jewelry other than a plain (non-stoned) ring where appropriate, must not be worn.
5. Workers must report for duty wearing a clean uniform which is smart in appearance. Uniform should be changed after every shift and immediately changed where possible if visibly stained.

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1. INTRODUCTION

- 1.1. First impressions transmit powerful messages. A well-dressed appearance tends to convey a higher level of knowledge; on the other hand, a disheveled worker may give the impression of being a disinterested, marginal performer.
- 1.2. FLORENCE engages a diverse range of workers who undertake differing clinical and non-clinical activities. It is important that workwear chosen is appropriate to their role and this will naturally vary between the different roles, however a set of guiding principles are needed to ensure acceptable standards are met. It is important that professionals look professional, are identifiable, and wear clothes that are comfortable and safe for the work area.

2. PURPOSE

- 2.1. The purpose of this policy is to define the principles that need to be followed; to present a professional standard of dress at work. This relates to all FLORENCE workers, and self-employed contractors who themselves are responsible for complying with professional standards of dress.

3. SCOPE

- 3.1. Personal Presentation Code
 - This policy applies to all healthcare professionals who work with FLORENCE, including self-employed contractors and workers.
- 3.2. Uniform Code
 - It is essential that an appropriate uniform is worn, that it fits correctly and allows for free and proper movement. The uniform code is outlined in section 6 of this policy.

4. GENERAL PRINCIPLES

- 4.1. The following principles are important in ensuring a suitable personal presentation code is in place:
 - Present a smart and professional image to residents / patients and the public in order to demonstrate a high standard of personal care and give confidence in the organisation as a whole.
 - All health and safety requirements of the work environment, identified through the risk assessment process, are met

- Safety and comfort
- Adherence to standards of decency

5. PERSONAL PRESENTATION CODE – ALL USERS OF THE FLORENCE PLATFORM

- 5.1. It is the aim of FLORENCE to ensure that all individuals associated with the organisation present a professional image to the public at all times.
- 5.2. Individuals should present themselves professionally at all times in both dress and manner. Clothing / workwear should be in a clean state and be free of body / environmental odours.
- 5.3. Perfumes, body sprays and after shaves whilst pleasant should not be so intense as to cause offence or sensitivity to residents or relatives.
- 5.4. Make up if worn should be limited and not detract from a professional appearance.
- 5.5. Shoes should be well fitting, allow for functional movement and be appropriate to the work area with due regard for any work based risk assessments.
- 5.6. In the clinical environment, nurses and carers should refer to the local policy in respect of visible body piercings and tattoos.
- 5.7. The company acknowledges that clothing for religious purposes may be worn in the workplace. The final decision as to the appropriateness of such clothing rests at the discretion of the local Home Manager or appropriate supervisor.

6. UNIFORM CODE

- 6.1. Uniform is usually required when working in the clinical environment. Where a uniform is required, the following should be observed:
 - Agreed workwear where supplied by an individual should be in line with this code at all times. For any workers who are provided a uniform by FLORENCE then they are expected to wear it.
 - Uniforms should be replaced as soon as they becomes worn, damaged, discoloured or soiled or when a more suitable size is required.
 - The standard clinical uniform worn is tunic and trousers. Where a dress is worn as uniform; legs should be covered with appropriately coloured tights. In situations where the environmental temperature makes the wearing of tights inappropriate, the local Home Manager

or supervisor will agree to alternative arrangements in accordance with their own policy.

- Any professional is required to comply with the Hygiene Code, which is statutory guidance and requires the arms of individuals having clinical contact to be 'bare below the elbow'. In order to facilitate hand washing, watches should not be worn and all jewellery other than a plain (non-stoned) band, must be removed.
- When reporting for duty, clinical professionals must wear a clean uniform which is smart in appearance. Uniform should be changed after every shift for cross infection purposes and immediately if visibly stained where possible.
- It is recognised that occasionally the wearing of uniform may not be acceptable. The local policy of that organisation should be followed in these circumstances.
- In the interests of a professional image, whilst travelling to and from the place of work, uniform should not be worn. Uniform should never be worn when shopping or undertaking domestic duties other than those required at work.
- In the clinical environment, hair should be tied back or plainly clipped and should not come into contact with clothing.
- Nails should be short and clean. False nails and nail varnish are prohibited in the clinical environment.
- In the clinical environment; shoes should be appropriate for the uniform with a closed toe and no more than a small heel. FLORENCE acknowledges that where a risk assessment identifies the need for safety footwear e.g. in a kitchen, that safety footwear should be worn by the individual.
- Necklaces if worn with a uniform should be non-visible and should only be worn if they do not interfere with clinical activities or pose a threat to the wearer in conflict situations.
- Stud earrings only are permitted in the clinical environment. Large earrings will pose a personal safety hazard to individuals and should not be worn

7. NAME BADGES

- 7.1. Whilst at work name badges should be worn and visible at all times. There may however be exceptions to this e.g. in the interests of the worker's safety. Name badges should show the full name of the individual with their role and PIN number, if applicable.

8. COMPLIANCE

- All individuals are personally responsible for their compliance with this policy and in seeking to promote a professional image it is expected they will comply without recourse to formal management. In the case of non-compliance an escalation process will be followed to include:

Stage 1 – The Home Manager / supervisor will raise the issue with the Customer Care Team / Chief Nurse, who will then speak privately and supportively to the individual and ask them to comply. If the individual raises a specific need for modification to the policy they should apply to the Chief Nurse stating the reasons, the request will be responded to within two weeks.

Stage 2 – If compliance with the policy is not achieved, the Chief Nurse will speak formally to the individual and record this on their online profile.

Stage 3 – In cases of further non-compliance the individual may be notified in writing of their non-compliance.

Stage 4 – In cases of further non-compliance formal management will commence in accordance with the FLORENCE Disciplinary Policy, this may ultimately result in suspension or removal from the online platform. As per FLORENCE terms and conditions and worker agreements we reserve the right to suspend any individual from the platform

9. CONTROL OF INFECTION GUIDANCE

- 9.1. It is likely that there could be some degree of contamination, even on clothing which is not visibly soiled and as a result individuals should ensure that they change uniform after every shift.
- 9.2. When leaving the clinical environment at the end of a shift the uniform should be appropriately covered.
- 9.3. Standard precautions should be adhered to in all circumstances regarding hand washing.
- 9.4. The use of PPE (personal protective equipment) including aprons and gloves should be worn in line with the organisations' local policy and within published best practice guidelines.
- 9.5. Gloves
The reasons for wearing gloves are:
 - To protect hands from contamination with organic matter, microorganisms and chemicals
 - To reduce the risk of transmission of microorganisms
- 9.6. When laundering their uniform at home individuals should be aware that:
- 9.7. Washing with detergents at 30 degrees C will remove most gram-positive microorganisms, including all methicillin-resistant *Staphylococcus aureus* (MRSA).

- 9.8. A 10-minute wash at 60 degrees C is sufficient to remove all microorganisms including Clostridium difficile spores

10. ROLES AND RESPONSIBILITIES

- 10.1. The Chief Executive Officer (CEO) in conjunction with the Chief Nurse (CN) has overall responsibility for risk management within the Company
- 10.2. The Central FLORENCE team is supported through the company's governance and assurance processes, including incident management systems and the risk assurance strategy
- 10.3. **All users of the FLORENCE platform** are responsible for adhering to and supporting the principles outlined in this policy

11. MONITORING AND COMPLIANCE OF THE POLICY

- 11.1. The policy will be reviewed after one year and thereafter every 3 years by the Chief Nurse, or earlier if there are any changes in the legislation, registration requirements or Company policy.

12. REFERENCES

- 12.1. What Contributes to Professionalism? LaSala & Nelson 2005
- 12.2. Professional Communication Skills for Nurses, Arnold & Boggs 2004
- 12.3. Becoming Influential; A Guide for Nurses, Sullivan 2004
- 12.4. Uniforms and Workwear: Guidance on uniform and workwear policies for NHS employers, Department of Health (2010)

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