



NHS TAYSIDE

WORKFORCE

**UNIFORM AND
PROFESSIONAL
APPEARANCE POLICY**

Policy Manager
Professor Wilson

Policy Group

Policy Established

Last Updated
August 2010

Policy Review Period/Expiry
December 2012

**This policy does / ~~does not~~ apply to Medical/Dental Staff
(delete as appropriate)**

UNCONTROLLED WHEN PRINTED

Version Control

Version Number	Purpose/Change	Author	Date
1.0	Version Control was introduced in July 2011 and the previous versions of this policy, prior to this date, are available in the Electronic Document Store.	Liz Wilson	

CONTENTS

Section Title	Section Number
INTRODUCTION	1
AIMS AND OBJECTIVES – ALL STAFF	2
AIMS AND OBJECTIVES – UNIFORMED/ NON UNIFORMED CLINICAL STAFF	3
REFERENCES	4

1 INTRODUCTION

- 1.1 A uniform has many purposes such as protection, comfort and professional image and is an external reflection of NHS Tayside as an organisation. It has been established that the way employees dress and their appearance is of significant importance to service users. All staff are expected to present a professional image in dress and behaviour thereby indicating to other staff members, patients and visitors that they are a professional member of staff, and they can provide a high standard of care and service on behalf of NHS Tayside. All staff should maintain a high level of personal hygiene and appearance.
- 1.2 The following policy applies to all staff, both directly and indirectly employed, or those participating in duties within NHS Tayside and aims to ensure that staff project a professional and efficient image which inspires public confidence in the organisation as the community's healthcare provider.
- 1.3 In addition to the core policy some specialised departments will have local guidelines which reflect their particular needs and that these will compliment this policy, i.e. Theatres, A&E, Catering Departments and Sterile Services and these will also apply to staff working in these areas.
- 1.4 The statements within this policy were produced in accordance with current evidence, expert opinion and in collaboration with members of the public and staff representatives.

NHS Tayside staff must adhere to the following policy statements:

2 AIMS AND OBJECTIVES – All Staff Groups

- 2.1 The policy is designed to guide managers and employees on standards of dress and appearance but it is not exhaustive and staff should apply a rational and consistent approach to ensure the principles underpinning the policy are evident in practice.
- 2.2 NHS Tayside recognises the diversity of cultures, religions and disabilities of employees and will take a sensitive approach in relation to dress and uniform requirements. However, priority will be given to health and safety, infection control and quality of care considerations.

- 2.3 Staff must wear and clearly display identity badges at all times.

Rationale: NHS Tayside Security Policy indicates that all staff must visibly wear identity badges and comply with identity checks at all times. To comply with NHS Scotland Dress Code (2008).

- 2.4 Staff coming into close physical contact with patients should not carry pens or scissors in breast pockets as this can cause harm.

- 2.5 Theatre/department scrubs, in either blue or green, are supplied for staff working within the clinical areas that require this specific form of uniform. Only in particular clinical situations that require clinical care to be delivered, should scrubs be worn outwith designated areas.

Rationale: Increased use of scrubs worn for purposes out with that for which they are intended results in an inadequate supply being available for the necessary clinical areas, disrupting services.

- 2.6 The uniforms are the property of NHS Tayside and must be worn as issued and not altered unless by the Sewing Room. All items of uniform should be returned on termination of employment. Staff requiring alternative uniform from that of standard issue must have authorisation for this following an OHSAS assessment. Staff should not substitute any items of uniform.

Rationale: The security of staff uniforms is assured by the Sewing Room, designated changing areas and the Laundry.

- 2.7 Uniforms must be neat, clean, of appropriate size to allow movement and in a good state of repair. Members of staff who have determined that their uniform is ill-fitting should contact the Sewing Room so that appropriate uniforms can be provided.

Rationale: To ensure safe manual handling practices, unrestricted by clothing.

To reduce the risk of cross infection.

To present a professional image to patients, the public and other professionals.

- 2.8 Where available, employees must use designated changing areas for changing into and out of uniform. Individuals providing care in the community will change at home. Staff wearing uniform out in the community should not undertake public activities such as shopping whilst wearing uniform.

Rationale: Inappropriate changing areas can potentially contaminate uniforms (Callaghan 1998).

Security of uniforms can be assured in designated areas.

To comply with Health and Safety Executive Guidelines (2004).

To comply with The Scottish Executive Action Plan (2002)

To comply with the NHS Scotland Dress Code (2008).

- 2.9 Uniforms must be laundered daily by Laundry Services at Ninewells Hospital.

Rationale: Staff uniforms are known to become contaminated through direct patient contact.

Strict laundering processes must be adhered to in order to fully disinfect uniforms.

To comply with the Scottish Executive Action Plan (2002)

To comply with NHS Scotland Dress Code (2008).

- 2.10 Staff will not wear their uniform out with NHS Tayside premises or out with the performance of their designated duties unless authorised by the departmental head or their deputy. Examples of circumstances when uniforms may be worn out with NHS Tayside include inter-hospital transfers and provision of care in the community. Staff who leave the hospital premises and grounds during working hours for any purpose during their breaks must not wear their uniform and will change into their own clothes.

Rationale: Bacteria can be transferred from uniforms to other clothing/hands (Callaghan 1998, Perry et al 2001, Boyce and Chenervet 1998).

To comply with the Scottish Executive Action Plan (2002)

Complaints have been received from the public regarding staff wearing uniforms out with their work arrangements indicating concern and anxiety relating to spread of infection.

To maintain a professional image.

To comply with NHS Tayside Smoking Policy

To comply with NHS Scotland Dress Code (2008).

- 2.11 Staff will not wear cardigans and/or jackets during patient contact unless they form a specific part of the uniform and they have short sleeves. White coats are no longer deemed to be appropriate for staff providing clinical care and will no longer be provided

Rationale: To reduce the risk of cross infection.

To present a professional image.

To comply with NHS Scotland Dress Code (2008).

- 2.12 Staff will ensure clothing is appropriate to the work undertaken, minimising the risk of cross-infection and injury and providing a professional appearance which is reassuring to service users. Examples of unacceptable garments on these grounds include, but are not limited to, denims, casual sportswear, shorts, combat trousers, caps/hats, overly tight or revealing clothes or items of clothing bearing inappropriate slogans.

*Rationale: To minimise the risk of adverse incidents.
To project a positive, professional image which will not cause offence to colleagues, patients or staff.*

- 2.13 Footwear will be worn which is appropriate to the environment. Footwear that may be considered as inappropriate are high heels, sling backs or open toe shoes.

*Rationale: Suitable footwear enables safe manual handling practices by providing the wearer with a stable stance.
To reduce the risk of injury associated with an unpredictable work environment.*

- 2.14 To safeguard all staff from harm of infection and sharps' injury, staff must remove all items from all uniforms including theatre scrubs before sending to the Laundry.

Rationale: Laundry staff within the organisation are constantly exposed to contaminated uniforms or items within uniforms that pose potential harm or risk of infection to the individual.

- 2.15 NHS Tayside provides personal protective clothing to all members of staff when required. Staff need to ensure that they use the appropriate protective clothing as required, to protect their uniforms and personal clothing, this will reduce the risk of their uniform/personal clothing becoming contaminated.

- 3.0 AIMS AND OBJECTIVES – Uniformed and Non Uniformed Clinical Staff**
- 3.1 Staff who are registrants of a professional body should relate the principles associated with a duty of care to the wearing of a uniform.
- Rationale: 'Registrants have a responsibility to deliver safe and effective care based on current evidence, best practice, and where applicable, validated research'. NMC*
- 3.2 Hair must be clean, tidy and off the collar whilst wearing uniform. Long hair below collar length should be tied up close to the head.
- Rationale: To reduce the risk of injury associated with an unpredictable work environment.
To present a professional image.
To comply with NHS Scotland Dress Code (2008).*
- 3.3 No jewellery or wristwatches, except for a wedding band or other plain band will be worn when delivering clinical care. Visible body jewellery must be removed. It should also be remembered that in a clinical setting, neck ties should not be worn loose or dangling when providing direct patient care.
- Rationale: No conclusive evidence prohibits the wearing of wedding bands. CSBS hand washing guidelines (2001) indicate that hand and wrist jewellery and watches require to be removed to ensure effective hand washing technique.
To reduce the risk of injury to staff associated with an unpredictable work environment.
To present a professional image.
To reduce the risk of cross infection
To comply with NHSScotland Dress Code (2008).*
- 3.4 Nails should be short, clean and free from varnish or decoration. False nails may not be worn.
- Rationale: Well-manicured nails free from polish reduce the likelihood of harbouring bacteria (Nicholson-Pegg 1982, Wynd et al 1994, Groah 1990).
To present a professional image.
To comply with NHS Scotland Dress Code (2008).*
- 3.5 Staff delivering direct clinical care in the patient zone will have sleeves rolled up to the elbow or short sleeves.
- Rationale: To reduce the risk of cross infection.
To reduce the risk of injury associated with an unpredictable work environment.
To comply with NHS Scotland Dress Code (2008).*

- 3.7 Staff experiencing difficulties in complying with this policy due to health considerations, should contact their departmental head or deputy and OHSAS. Following this, and in appropriate circumstances, Laundry Services at Ninewells Hospital may provide home laundering guidance.

4.0

REFERENCES

Clinical Standards Board for Scotland (2001) Standard for Healthcare Associated Infection Control

Hedin G (1993) Staphylococcus epidermis – Hospital epidemiology and the detection of methicillin resistance Scandinavian Journal of Infectious Diseases (Suppl90) p 32-37

Perry C, Marshall R, and Jones E (2001) Bacterial contamination of uniforms Journal of Hospital Infection

Callaghan I (1998) Bacterial contamination of nurses' uniforms: a study Nursing Standard 13(1) September 23-29

Boyce JE and Chenervet C (1997) Isolation gowns prevent health care workers from contaminating their clothing and possibly their hands with methicillin-resistant staphylococcus aureus (MRSA) and resistant enterococci. Presentation to the Interscience conference on Antimicrobial Agents and Chemotherapy September 28 1997

McAteer L (2000) An observational single ward study unpublished

Scottish Executive (2002) Preventing Infections Acquired While Receiving Health Care

EQUALITY AND DIVERSITY RAPID IMPACT ASSESSMENT

Name of Function/Policy/Strategy

Uniform and professional Appearance Policy

Workstream

Clinical and Non Clinical Workforce

Location of Function/Policy/Strategy

Workforce Directorate

What are the main aims of your function/policy/strategy

The policy is designed to guide managers and employees on standards of dress and appearance

Is this a new/existing policy/function/strategy ?

This is a review of an existing policy

What are the intended outcomes from the proposed function/policy/strategy?

Employees will comply with standards set out in the policy about professional standard, health and safety, and infection control policy. Expectation that all staff will present a professional image in dress and behaviour thereby indicating to other staff members and patients and visitors that they are a professional member of staff.

Priority: state whether high/low

High priority

Review Team: who is assessing or considering the assessment?

Executive Nurse Director, Senior Practice Development Nurse and Equality and Diversity Manager

Names and titles of team members

Professor Elizabeth Wilson, Executive Nurse Director, NHS Tayside
Audrey Fleming, Senior Practice Development Nurse, NHS Tayside
Santosh Chima, Equality & Diversity Manager, NHS Tayside

Role of assessment team

To review the policy and carry out an Equality & Diversity Impact Assessment

When completed please attach to the policy prior to endorsement/approval at the relevant committee.

Item No	Considerations	Detail Impact and Identify Groups Affected	Document the Evidence/Research	Actions Taken/To be Taken
1.	Which groups of the population will be affected by the function/policy?			
1.1	Will it impact on the whole population?	Yes		
1.2	<p>If not which groups of the population do you think will be affected by this function/policy?</p> <ul style="list-style-type: none"> • Minority ethnic population (including refugees, asylum seekers & gypsies/travellers) • Women and men • People in religious/faith groups • Disabled people • Older people, children and young people • Lesbian, gay, bisexual and transgender people • People with mental health problems • Homeless people • People involved in criminal justice system • Staff 	<p>This will impact on the whole population, because we employ staff from all of the population</p> <p>There will be specific sensitivities around the diversity of our workforce which will be addressed by local guidance, specifically around specialised departments or areas. Other cultural issues will be addressed taking into consideration health and safety and infection control</p>	<p>Infection Control Policy</p> <p>Zero Tolerance for Hand Hygiene Policy</p> <p>Spiritual Care Policy</p> <p>Local guidelines</p>	<p>Increase awareness of policy</p> <p>Communication of policy to all staff</p> <p>As part of Corporate Induction Programme</p>

Item No	Considerations	Detail Impact and Identify Groups Affected	Document the Evidence/Research	Actions Taken/To be Taken
2.	<p>What impact will the function/policy have on lifestyles? For example will the changes affect:</p> <ul style="list-style-type: none"> • Diet & nutrition • Exercise & physical activity • Substance use: tobacco, alcohol or drugs • Risk taking behaviours • Education & learning or skills • Other 	<p>No impact on lifestyle, but consideration needs to be given when staff breach the policy and can be seen as risk taking behaviours in relation to Health & Safety Policy and Infection Control Policy.</p>	<p>Health & Safety Policy Infection Control Policy IRI reporting if policy is breached.</p>	<p>Ensure that staff are aware of and adhere to NHS Tayside Policy</p> <p>Health & Safety, Infection Control staff training</p>
3.	<p>Does your function/policy consider the impact on the social environment? Things that might be affected include:</p> <ul style="list-style-type: none"> • Social status • Employment (paid/unpaid) • Social/family support • Stress • Income 	<p>Certain people dress in a certain way/manner for social recognition and status, so we would be challenging peoples individuality and there right to be different by restricting their ability to personalise their appearance whilst at work.</p> <p>Recognise different social and cultural needs and individual identity</p>	<p>Spiritual Care Policy</p> <p>Spiritual Care Needs Religion and Belief Matter An Information Resource for Healthcare Staff, Scottish Interface Council</p>	<p>Raise awareness and communication for the need of uniform/ appearance. Adhere to policy. Monitoring of policy once implemented to identify issues or concerns that can be taken into consideration when reviewing the Policy.</p>

Item No	Considerations	Detail Impact and Identify Groups Affected	Document the Evidence/Research	Actions Taken/To be Taken
4.	<p>Will the proposal have any impact on:</p> <ul style="list-style-type: none"> • Discrimination • Equality of opportunity • Relations between groups • Other 	<p>There will be a positive impact that there will be a sensitive approach to the cultural issues and considerations of the diverse workforce</p> <p>Enhance better relations between the diversity of the workforce</p>	<p>Equality Schemes – Race, Gender and Disability</p> <p>Spiritual care policy and Guidance for staff on cultural needs</p> <p>Religion and Belief Matter An Information Resource for Healthcare Staff</p>	
5.	<p>Will the function/policy have an impact on the physical environment?</p> <p>For example will there be impacts on:</p> <ul style="list-style-type: none"> • Living conditions • Working conditions • Pollution or climate change • Accidental injuries/public safety • Transmission of infectious diseases • Other 	<p>This policy will have an impact on the physical environment at times when the policy may be breached, as situations may arise whereby laundered uniforms are not available when required because of the impact on the laundry services workload.</p> <p>Issues also around the transport/delivery times of the laundry vans across Tayside, e.g. certain areas may only have a delivery once a week, so clean uniforms only delivered weekly.</p>	<p>Infection Control Policy</p> <p>Evidence from the PPG's meetings Health and Safety Guidelines</p> <p>Notes from laundry staff, consultation</p>	<p>Staff referred to OHSAS and potential for home laundering guidance</p> <p>Increased awareness around of public understanding of associated risk of wearing uniform out with clinical area</p>

		<p>Impact on people who have an allergy to the products used for laundering uniforms</p> <p>Impact on public perception of safety and cross contamination</p>	<p>From consultation with PPG's across Tayside there was a general consensus that it was difficult to identify/distinguish NHS hospital staff/community staff/ and private sector workers, eg Beauticians, hairdressers, and massage parlour staff</p>	
6.	<p>Will the function/policy affect access to and experience of services?</p> <p>For example</p> <ul style="list-style-type: none"> • Healthcare • Social services • Education • Transport • Housing 	<p>The aims should ensure that staff present a professional image, indicating that they are providing a high standard of care in the services.</p> <p>Having a professional image/appearance through standard of dress indicates a high standard of care and service.</p>	<p>Through PPG's, NHS Health Scotland Dresscode</p> <p>Evidence of complaints from public re uniform.</p>	<p>Induction programme will address the principles of Health and safety and Infection Control Policy</p> <p>Awareness of Uniform Policy through Corporate Induction</p>

Item No	Considerations	Detail Impact and Identify Groups Affected	Document the Evidence/Research	Actions Taken/To be Taken
7.	<p>Consultation</p> <p>1) What existing consultation data do we have or need?</p> <ul style="list-style-type: none"> • Existing consultation sources • Original consultations • Key learning <p>2) What new consultation, if any, do you need to undertake?</p>	<p>The following group have been consulted with and advice incorporated into the development of the policy,</p> <p>PPG Infection Control Team Spiritual Care Team Clinical Team Representation Staff Side Laundry services.</p>	<p>Liased with national strategy and workforce</p> <p>Benchmarking with other health Boards Review of associated evidence and policy documents Health and Safety policy</p> <p>NHS Scotland Dress Code CEL 53, 17th December 2008.</p>	
8.	<p>In relation to the groups identified</p> <ul style="list-style-type: none"> • What are the potential impacts on health? • Will the function/policy impact on access to health care? If yes - in what way? • Will the function/policy impact on the experience of health care? If yes – in what way? 	<p>Yes there will be an impact on the service users and the public through addressing concerns raised by public around infection control issues, and the professional appearance of staff by reassurance and confidence of service users to a high quality service</p> <p>To bring about a change in practice through ensuring a consistent high standard of professional appearance</p>	<p>Evidence from complaints, PPG's and the health minister being aware of public concerns re appearance</p>	<p>Systems and processes to be put in place around compliance with the policy and monitoring.</p> <p>Disciplinary process followed if required.</p>

Item No	Considerations	Detail Impact and Identify Groups Affected	Document the Evidence/Research	Actions Taken/To be Taken
9.	<p>Have any potential negative impacts been identified?</p> <ul style="list-style-type: none"> If so, what action has been proposed to counteract the negative impacts? (if yes state how) <p>For example:</p> <ul style="list-style-type: none"> Is there any unlawful discrimination? Could any community get an adverse outcome? Could any group be excluded from the benefits of the function/policy? <p>(consider groups outlined in item 3)</p> <ul style="list-style-type: none"> Does it reinforce negative stereotypes? <p>(For example, are any of the groups identified at item 3 being disadvantaged due to perception rather than factual information?)</p>	<p>Certain diverse groups within the workforce will be given special considerations.</p> <p>May reinforce stereotypes and prejudices because we will be bringing to the forefront the individual differences and needs of diverse staff.</p> <p>Compliance Individuality Social status</p> <p>Yes it may</p>	<p>Evidence from training Equality and Diversity Champions programme.</p> <p>Complaints internally from staff about negative stereotyping and negative behaviour.</p>	<p>Ensure there are processes and systems in place to address any inappropriate attitudes towards individuals because of their diversity.</p> <p>Role of the Equality and Diversity Champions is to challenge inappropriate behaviour.</p>

Item No	Considerations	Detail Impact and Identify Groups Affected	Document the Evidence/Research	Actions Taken/To be Taken
10.	Data & Research <ul style="list-style-type: none"> • Is there need to gather further evidence/data? • Are there any apparent gaps in knowledge/skills? 	<p>Monitoring and more evidence around social appearances as a statement about your individuality.</p> <p>Gaps in knowledge for the public around transmission around the risks of infection.</p>		<p>Awareness and information access to public around infection control and uniforms.</p>
11.	Monitoring <ul style="list-style-type: none"> • How will the outcomes be monitored? • Who will monitor? • What criteria will you use to measure progress towards the outcomes? 			<p>A theme within complaints to measure outcomes.</p> <p>Line managers to monitor Audit in the infection control policy</p> <p>Environmental audits and hand hygiene ? report on uniforms, hand hygiene policy</p>
12.	Recommendations (This should include any actions required to address negative impacts identified)	Require to complete of sections on uniform and non uniform clinical staff.	Engagement and consultation required for non-uniform clinical staff	

Item No	Considerations	Detail Impact and Identify Groups Affected	Document the Evidence/Research	Actions Taken/To be Taken
13.	Is a more detailed assessment needed? <ul style="list-style-type: none"> • If so, for what reason? 	No		
14.	Completed function/policy <ul style="list-style-type: none"> • Who will sign this off? • When? 	Executive Nurse Director September 2009		
15.	Publication	Will be published under Policies on Staffnet and also the Equality & Diversity Impact Assessment will be published under Equality and Diversity on the public site.		

Rapid Impact Summary Sheet

Positive Impacts (Note the groups affected)

That employees will comply with standards set out in the policy about professional image, Health & Safety and Infection Control.

The impact will be a positive one on staff group, which will impact indirectly on the patients/visitors perception of staff professionalism.

Sensitivity to the diversity of the workforce and specific cultural needs around dress code and appearance.

Negative Impacts (Note the groups affected)

May reinforce certain stereotypes and prejudices because we will be bringing to the forefront the individual differences and needs of diverse staff, especially around cultures and certain dress codes.

Additional Information and Evidence Required

The Policy will be monitored through IR1.

Staff awareness of policy and communication plan

Monitor any adverse/negative incidents that may arise re cultural identity and dress code related to certain stereotypes and prejudices. These can be addressed and raised through NHS Tayside Dignity at Work Policy

Recommendations

If monitoring and implementation of the policy does highlight any adverse impact this will be addressed through existing systems and processes in place in NHS Tayside.

Any evidence/feedback gathered from the implementation of the policy will be taken into consideration when reviewing the policy.

Any changes in legislation/or national guidance will be considered and the policy updated and reviewed as required to keep in line with these changes

From the outcome of the RIC, have negative impacts been identified for race or other equality groups? Has a full EQIA process been recommended? If not, why not?

Although we have recognised there may be reinforcing of prejudices and stereotypes, these will be addressed through the existing procedures and if required we may further consult on the policy.

Managers Signature

Date