

Code of Behaviour

Introduction

It is important you know the standards of behaviour expected of you by both NHS Professionals and by those organisations in which you are placed while on assignment. This Code sets out those expectations for all NHS Professionals Bank Members and outlines those behaviours we do not want to see demonstrated when you are on assignment. If you are a registered healthcare worker, this Code is supplementary to the code of professional conduct set out by the regulatory body for your profession.

The Code of Behaviour cannot cover everything that might be relevant; it does however set out the minimum standards of conduct and behaviour that are appropriate. Any breaches of this Code, or other instances where a Bank Member conducts themselves in a way which is regarded as inappropriate, may be treated as gross misconduct under NHS Professionals Disciplinary Guidelines and Procedure. The normal penalty for gross misconduct is dismissal.

Appropriate and Professional Behaviour

As an NHS Professionals Bank Member you are a representative of both NHS Professionals and the Trust/Organisation/Practice where you undertake your assignment. You are expected to give confidence to the public, patients, and colleagues and to act with integrity. You must not act in any way which could have an adverse impact on NHS Professionals' reputation e.g. wearing your uniform when socialising or drunk in a public house, fighting, etc.

Different behaviours are acceptable in different environments. Please note most of these are addressed by NHS Professionals' or local Trust/Practice' policies and guidelines and noncompliance with these policies and guidelines could lead to disciplinary action being taken against you.

Examples of unacceptable behaviours are listed below. (This list is not exhaustive)

- Using Trust/Practice e-mail or internet systems for personal use
- Befriending patients or service users on media sites e.g., Facebook, or making reference/comments relating to individuals that work for a Client Trust, NHS Professionals or service users/patients
- Uploading on any media sites photos of patients, service users or any photos taken in a client Trust/Practice
- Arranging to meet patients or service users or their family socially when off duty

- Not maintaining a professional emotional distance from patients and service users or relatives and/or entering into an intimate or sexual relationship with any patients, service users relatives you come into contact with as part of your assignment
- Making or receiving personal telephone calls or texts whilst working
- Making comments to patients, service users, relatives, Trust/Practice staff or visitors that may inappropriately affect their confidence in the care they may receive from the Trust/Practice and NHS Professionals
- Acting as an “undercover” journalist or in any other covert position
- Smoking or vaping in non-smoking areas of the Trust
- Chewing gum or eating when attending to patients or members of the public, or when in clinical areas
- Using foul, obscene, or abusive language, or acting aggressively
- Falling asleep on duty (unless authorised as part of an “on-call” arrangement)
- Making inappropriate use of Trust/Practice resources, e.g. consuming food intended for patients or making private journeys in fleet cars, using Trust/Practice letter headed paper for personal reasons
- Attending work under the influence of, or smelling of, alcohol or illegal drugs
- Wearing clothing, badges or other items with statements or insignia that may cause offence
- Authorising your own timesheets
- Giving someone else access to your login details, password, smart cards and/or any other identity cards /badges that have been assigned for your personal use
 - Attending a shift by posing as another Member
 - Allowing another Bank member to attend a shift on your behalf
- Accessing patient records when not authorised to do so
- Not maintaining professional boundaries with Trust, Practice, agency or other NHS Professionals colleagues
- Taking and consuming medication whilst on shift
- Not adhering to Trust and NHS Professionals Policies

Prior to your assignment you must:

- Keep NHS Professionals informed of your availability
- Keep your training up to date
- Inform NHS Professionals of any changes in relation to your employment status/circumstance e.g. commence a new substantive role at a Trust/Practice
- Inform NHS Professionals of any investigation/ disciplinary procedures/ referrals to statutory

bodies that you are aware of

- Inform NHS Professionals of any shift cancellation within a reasonable period of time

On arrival at and during your assignment, you must:

- Be punctual and ready to commence work at the start time of your assignment
- Present yourself in a professional manner in line with the local uniform policy or dress code for the organisation you are working in
- Be honest and act with integrity
- Identify who your supervisor is and what your duties will be
- Present acceptable personal photographic identification (see below*) in line with [NHS Employers ID Checks standard](#) to the manager in charge
- Wear your name badge at all times when on site
- Ensure you receive an induction when on an assignment in a new ward area/GP practice
- Orientate yourself to your environment for the safety of yourself and those around you
- Ensure you receive a handover to enable you to familiarise yourself with patients you may be caring for
- Ensure you are aware of and always work within the limitations of your role and only perform those tasks for which you have been trained and are deemed competent
- Move to a different area during your assignment if asked to do so by the Trust/Practice due to patient need, making the Trust/Practice aware if you are concerned that you may not be competent to work in the new area

***Acceptable photo identification:**

- Full, signed UK (Channel Islands, Isle of Man or Irish) passport or other nationalities passport
- UK Biometric Residence Permit (BRP) card
- UK full or provisional photocard driving licence
- Other nationalities photocard driving licence. (Valid up to 12 months from the date when the individual entered the UK)
- HM Armed Forces Identity card (UK)
- Identity cards carrying the PASS (Proof of Age Standards Scheme) accreditation logo (issued in the UK, Channel Islands and Isle of Man only)
- EEA government issued identity cards that comply with Council Regulation (EC) No 2252/2004, containing a biometric

At the end of your assignment, you must:

- Hand over your work or the care of your patients to your supervisor, or the person taking over from you, and report any adverse incidents that have occurred
- Make accurate and legible records of what you have done and of the care you have given before you leave, printing your name, role and identifying yourself as an NHS Professionals worker in the records
- Return any property or other resources you have obtained during the course of your assignment
- Dispose appropriately of confidential and patient identifiable information, such as the handover sheet before leaving the clinical area
- Submit and ensure that your timesheet is authorised by the appropriate representative of the handover sheet, before leaving the clinical area Trust/Practice. It is not permitted to authorise your own timesheets
- Release your timesheets weekly in order to ensure you receive payment for assignments worked without delay

Disclosure of Information:

You must maintain confidentiality and not at any time disclose information of a confidential or sensitive nature gained during your assignment without clear authorisation.

All patient and service user records are confidential, must be kept in a safe and secure place at all times in line with local Trust/GP Practice policy and access only allowed to those authorised by nature of their job to read them.

A request for information from a third party may only be agreed to with the authorisation of the HR department or the Clinical Governance department. On occasions you may be asked by a Trust/Practice to provide a statement relating to an incident that you either witnessed or were involved in. You are required to comply with this request and inform NHS Professionals immediately via the online feedback form available on NHS Professionals' website.

Health and Safety

It is extremely important that you comply with NHS Professionals Bank Member guidance on Health & Safety and the local Trust/Practice's Health and Safety policy and procedures and take personal responsibility for ensuring your health and safety and that of patients, colleagues and

other people who you come in to contact with. You must ensure that you fully adhere to the Working Time Directive; please refer to section 9 of the Bank Member Registration Document.

Gifts and Hospitality

You must not accept any gift, hospitality or incentive which might be considered as a favour in relation to carrying out an assignment for NHS Professionals or might be considered excessive or inappropriate in relation to your role on an assignment.

Bribery Act 2010

You must be aware of local Trust /Practice policy and processes to prevent bribery in accordance with the Bribery Act 2010. If you suspect or discover any instances of bribery when on assignment you must report it immediately to the Local Counter Fraud Specialist in the Trust /Practice where you are working and also inform NHS Professionals via the online feedback form.

Cash Handling

NHS Professionals will inform the police of suspicions about mishandling of cash.

You must not:

- Accept, lend, borrow, take care of patients' or service users' money, or offer to do so unless specifically authorised by your supervisor
- Offer financial investment advice
- Cash patients' or service users' cheques
- Assist or carry out any financial activity on behalf of the patient or service user Under no circumstances may you use or borrow any resources or belongings of the Trust/Practice, any patient or service user, neither should you borrow money and/or possessions etc. from a patient or service user, irrespective of their knowledge or approval

Accessing Patients' or Service Users' Homes:

If you are required to make home visits as part of your assignment, you must not enter or access a patient's or service user's home unless the person is at home and has invited you into their home for the purposes of carrying out your duties, in accordance with your role.

Conflict of Interest

You must tell NHS Professionals if there are any possible conflicts of interest because you or a close relative have an involvement in other organisations which may work with NHS Professionals.

Disclosures in the Public Interest

NHS Professionals wants to ensure that Bank Members can raise any public concerns in the right way, at the right time, to the right people. A public concern is a serious one about malpractice, which affects the well-being of patients, service users, other customers, staff, the public or the environment.

If you have a concern that relates to issues mentioned above or perceived fraud and/or corruption which may adversely affect patients, service users, the public, other staff or NHS Professionals and its reputation, this should be dealt with under the Bank Member Whistle Blowing guidelines. Any Bank Member, who discloses information about matters of patient care, to the media or the public, without recourse to this policy, is outside the protected rights for public disclosure under the Public Interest Disclosure Act and may be subject to disciplinary action.

Further guidance on such disclosures may be found in the Bank Member Whistle Blowing guidelines.

Equal Opportunities

You must ensure you follow the NHS Professionals Bank Member Equality and Diversity guidance and the local Trust/Practice's Equality and Diversity Policy. You have a duty not to harass or discriminate against any patient, colleague, service user, or member of the public. Any breaches of the Equality and Diversity Policy will be taken very seriously and may be treated as gross misconduct. Further guidance may be found in the Bank Member Equal Opportunities, Dignity at Work and Diversity guidelines.

NHS Professionals expects all Bank Members to demonstrate our core values when working an assignment.

During your assignment you must adhere to the following values:

Value 1: Caring

- Maintain the dignity of patients
- Meet the physical needs of patients
- Keep patients safe from harm
- Engage with and talk to patients
- Anticipate the needs of patients

Value 2: Reliable

- Be reliable and always attend shifts you have booked
- Demonstrate awareness of your limitations within the role
- Report any concerns promptly
- Be trusted to carry out tasks with only indirect supervision
- Maintain a good standard of record keeping

Value 3: Professional

- Arrive for duty wearing appropriate uniform
- Be calm and approachable when dealing with difficult situations
- Act as a role model for others
- Demonstrate a high level of knowledge and skills
- Be willing to learn and develop new skills
- Share your knowledge and skills with others
- Work cooperatively within teams and respect the skills, expertise and contributions of your colleagues
- Consult and take advice from colleagues when appropriate

On Terminating your Registration:

On leaving NHS Professionals, you are no longer permitted to continue to use any of NHS Professionals property or Trust property you are provided with as part of your registration with NHS Professionals. You must therefore immediately return any NHS Professionals property/ Trust property in your possession to your Local NHS Professionals office. Such items include NHS Professionals ID badge, uniforms, smart cards, mobile phones, Laptops etc.