

Code of Conduct



Transforming lives together



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Why do we need a Code of Conduct?

A Code of Conduct is important within any organisation because it sets out how we expect staff and volunteers to behave. This document is not a compilation of policies but a summary of the key points that are contained within your contract of employment, policies and procedures, and some legal and regulatory rules that we need to follow.

St Andrew's vision is to be a charity that promotes wellbeing, gives hope and enables recovery. We will focus on recovery and quality outcomes for everyone we support; co-produce innovation, new therapies and treatments; become a champion for those we help and provide a rewarding, safe place to work.

Following the St Andrew's Code of Conduct means:

- Living our **CARE** values every day.
- Acting as role models for our patients, service users and colleagues.
- Speaking up when we know or feel something to be wrong.
- Showing through our actions that we are leaders in our field.

About the Code of Conduct

The background of the slide is a textured, light brown surface resembling aged paper or cardboard. Several butterflies are scattered across the page: a large black and white striped butterfly in the upper right, a smaller black and white striped butterfly in the center, and a black and orange butterfly in the lower right. A large, dark silhouette of a hand is visible at the bottom, with the black and orange butterfly resting on one of its fingers. The overall aesthetic is natural and organic.

What is it?

The Code of Conduct is a document that makes clear how we expect everyone at St Andrew's to behave. It provides specific examples to bring the approach to life and show you the kind of thinking that will best support both our patients and service users, and our colleagues.

The Code of Conduct is not a replacement for our policies or other professional codes of conduct – these are still as important as ever. These are all available in the 'Find a Policy' section on the charity's intranet.

Who the code applies to and what it means in practice

The Code of Conduct applies to all staff and volunteers for the charity, at every level.

Here's how the charity is committed to behaving:

1. Supporting vulnerable people

We act as a voice for our patients and service users. We ensure that we protect their rights, their privacy and provide appropriate care and treatment with the least restrictions possible.

2. Compliance with the law

We always abide by the legal requirements that apply to us, whether it's employment law, criminal law, administrative, data protection or any other form of law or regulation. Where a breach is proven to have occurred, we ensure the appropriate sanction is applied fairly.

3. Protecting the health and safety of patients, service users, staff and all visitors

We are committed to providing a safe and healthy environment for all our patients, service users, staff and visitors, with everyone playing a part in achieving this.

4. Financial integrity

As a charity, we are conscious that all funds we receive are to be used to improve the lives of those with mental illness. We therefore reinvest any surplus for the benefit of our patients and service users.

5. Political involvement

We speak up when we feel Government policy could affect our patients, service users or staff. We do not fund any political parties or political events.

6. Open and honest communication with all our stakeholders

We are straightforward and honest in all our communications with people, whether they are internal stakeholders or external to St Andrew's.

7. Being a responsible employer

We take care of our employees and provide a healthy and positive work environment.

We do not tolerate negative work behaviours such as discrimination, harassment or bullying.

8. Respect for our communities

We listen to our stakeholders and respond to all concerns. We make information available to those who seek it and build trust through integrity.

9. Using our resources wisely

This means all of our resources including:

- **Environmental:** Minimising waste and our use of energy/water, and continually seeking to improve our environmental performance.
- **Financial:** Ensuring that any surplus is invested back into the charity to enhance or improve facilities, environments, services and equipment essential to the work we do.
- **Workforce:** Ensuring that we have the right staff in the right place at the right time.

Why is the Code of Conduct important?

It's essential to create a supportive environment in which everyone feels able to raise concerns without fear of reprisals.

The Code of Conduct supplements the charity's policies which govern what we do, and reflects the behaviours we expect all staff and volunteers to demonstrate.

How do I comply with the Code?

- Behave honestly, fairly and responsibly.
- Comply with the policies set out by the charity at all times.
- Speak up if you think anything at work doesn't support our Code.

What are Managers expected to do?

Managers are expected to lead by example by ensuring that the Code of Conduct is understood and adhered to by everyone in their teams. They should provide advice and guidance on interpreting the Code in everyday situations.



Our Strategy, Values and the Code of Conduct

Our purpose and our strategy sets out what we stand for as an organisation and what we want to achieve. The values are how we should behave as we go about achieving our goals.

The Code of Conduct summarises some of our policies and sets out simple rules to follow, to make sure that we're acting honestly, fairly and responsibly in everything that we do.

Our Strategy:

Sets out what we want to achieve

Our Values:

How we behave in delivering our strategy



COMPASSION – ACCOUNTABILITY – RESPECT – EXCELLENCE

Code of Conduct:

How we ensure we live our values and are responsible in how we deliver our strategy.

Our purpose:
Promote wellbeing,
give hope and
enable recovery



OUR PROMISE...

St Andrew's promises all staff that:

- You will be treated with respect and fairness
- You will have a voice
- We will invest in your development and strive to promote from within
- You will always know how you are performing, through thoughtful and comprehensive feedback
- We will do everything we can to ensure you are safe and supported
- We will make time to have fun and celebrate success
- Your contributions and accomplishments will be appreciated and recognised
- We will strive to ensure that you have the tools and resources you need to be successful

YOUR PROMISE

In return, staff promise to:

- Put patients at the heart of everything you do
- Treat everyone with compassion and respect, and value their contributions
- Continually learn and grow
- Embrace innovation and change
- Share your ideas and opinions and listen to others
- Speak up
- Do everything to the best of your abilities
- Do what you say you are going to do
- Always live, embrace and promote our values



DRESS CODE

Please consider the following guidance in choosing clothing to wear at work, personal protective equipment (PPE) and bare below the elbows (BBE) especially if you work in or pass through patient areas in your day to day role.

When entering clinical areas there is a requirement for all individuals to be bare below the elbows as detailed in the Hand Hygiene Policy. Sleeves must be short as cuffs at the wrist become heavily contaminated and are likely to come into contact with patients. Hand Hygiene must be performed before and after contact with patients regardless of whether contact with uniform fabric has occurred. Those individuals who have specific religious requirements are permitted to use disposable sleeves, or wear items of clothing under their uniform as long as the sleeves on clothing only reach the mid-forearm.

Protective gloves and plastic aprons must be worn when undertaking any contact with a patient with a suspected or confirmed infection, or where there is a risk of uniforms becoming contaminated with blood and body fluids. All hospital staff, both clinical and non-clinical, must continue to wear a fluid resistant surgical mask.

The following items of clothing are unacceptable, either on the grounds of health and safety, managing risk in patient areas or for the Charity's public image:

- Skin tight or revealing clothing
- Crop tops
- Frayed or torn clothing
- Tee-shirts with offensive messages
- Excessively high heeled shoes, if entering clinical areas staff must wear shoes with a fully enclosed upper and heel with non-slip soles
- Scarves should be removed in patient areas

For further information please refer to the Charity's Dress Code Procedure.

The Charity provides uniforms to staff who are ward based, or who provide services on a ward or in one of our community services. This is to strengthen our infection control practices by making it easy for everyone who works with our patients to be bare below the elbow.



COMMUNICATION

We have an important role in influencing others for the benefit of our patients and service users, and to address misconceptions about mental healthcare. Our communications team co-ordinates our interactions with the media, in line with an agreed strategy and plan.

Our clinical experts, charity Executive Committee and other nominated individuals act as spokespeople for St Andrew's.

Unless staff are called upon by any of the teams above, they are not expected to act as external spokespeople for the charity.

Here's what's expected of you:

- **Press and media.** If a journalist makes contact with you in connection with St Andrew's, ALWAYS pass them to the communications team (**communications@standrew.co.uk**). Do not make any comment which may be attributed to St Andrew's.
- **Social Media.** Always be meaningful, appropriate and respectful when using social media and do not make offensive, derogatory, discriminatory or inappropriate comments, or act in any way that would be considered unacceptable in the workplace.



- You must respect the confidentiality of patients and colleagues when using social media, in both comments and images. Any breach of this could lead to disciplinary action being taken against you.
- Information on the St Andrew's Healthcare intranet site is intended for staff only, and should not be published on social media. Internal messages, including those from the CEO and CEC are not meant for people outside of the charity. Again, any breach of this could lead to the Charity taking disciplinary action against you.



How should our people behave?

Every single person who works for or volunteers for St Andrew's plays a vital role in protecting our patients and service users, staff members and our reputation.

The choices we make on a daily basis can have a considerable and lasting effect on the people around us, the work environment and the charity as a whole.

The following sections cover the main areas of focus and how we should behave within each one. Examples of typical situations and the behaviours we should display are given in each section. If you have any questions on anything set out here, please speak to your line manager in the first instance.

1. Put people – especially patients – first

Our strategy centres on caring for each patient or service user as an individual. But we must also show kindness and care to everyone we meet in the workplace, including patients' families and carers, colleagues and members of the public.

At St Andrew's we expect our people to:

- Treat people with dignity and respect.
- Act as an advocate for those in your care – help them access information and support.
- Respect people's confidentiality both in a formal work situation and informally, outside of work.



- Understand and respect people's cultural and spiritual needs and beliefs.
- Maintain your professional boundaries with patients, service users and colleagues.
- Challenge unethical behaviour.
- Be accountable for your actions.
- Work collaboratively to inspire others to be the best that they can be.
- Work within the CARE values and strategy placing patients and service users at the centre of all that we do.
- Accept feedback (both positive or constructive) to change practice where needed to improve quality of care for staff, patients and service users.

Q&A

Q: I've overheard colleagues speaking to a patient in a demeaning manner. I know this isn't right but what should I do about it?

A: Speak up. Everyone deserves to be treated with dignity and respect – especially those who are in our care. Challenge your colleague about the way they interact with patients and service users. If this behaviour continues, it should be reported to your line manager. For more information about what language should be used when communicating with patients, please refer to the 'Language Procedure' on the intranet.

2. Security

As a healthcare organisation we are trusted to protect vulnerable people in many important ways. We must physically protect patients, service users, staff and visitors from harm, but we must also protect people's data and St Andrew's property and equipment, too.

Below are some of the most important considerations for us all:

- NEVER take banned items through the airlock into our units. If you're unsure about an item, ask reception staff.
- Your ID pass is a very important security tool. Keep it with you at all times when working at St Andrew's. If it's lost or stolen, report it immediately to the security team.
- Never let people tailgate you into the building. If they don't have a pass, send them to reception.
- If you invite visitors to our site, you are responsible for them throughout – make sure they're accompanied.
- Familiarise yourself with the charity's Acceptable Use Policy which sets out the expected IT behaviours from staff and those working on behalf of the charity.
- Be secure at your desk: lock your screen if you leave your computer unattended, never leave confidential information out in the open, and dispose of old paperwork securely.



- Protect your IT password – never disclose it to anyone, including your colleagues and the IT Service Desk. Always set strong passwords and do not reuse passwords across different logins.
- If you suspect your account may be compromised or you identify an information security breach, report it immediately to the IT Service Desk.
- Be smart to online security. Don't click on suspect emails or links and always question the integrity of enquiries from people you don't know.

There are policies and procedures which apply to everyone. These are available on the 'policies' page on the intranet; please take the time to familiarise yourself with them.



Q: My colleague is picking up some work for me while I'm on holiday. It's a lot of hassle to get her the permissions she needs for some of the drives/sites I use, so can I just give her my login details and password?

A: No – never share your login details or password with anyone. This is a breach of our security policy and any wrongdoing will be in your name. Talk to the IT Service Desk to make the arrangements you need.

3. Data protection and confidentiality

There is a delicate balance to strike between the need to share information and the requirements of privacy and data protection. St Andrew's has a duty of confidentiality to our patients, service users and staff. Information relating to a patient's identity, treatments and other aspects of their care at St Andrew's is confidential information.

While there are a number of regulatory and legal frameworks which all staff must comply with, how we behave can also impact our duty of confidentiality.

For example:

1. Patient/service user information should never be discussed in public places or with anyone who is not directly required to have knowledge of that patient or service user.

2. When escorting patients, staff should adhere to the 'escorting patients procedure' available on our intranet. This means not wearing anything which may identify you as St Andrew's staff, such as lanyards, pit alarms, belts and pouches. Please refer to the Charity's Dress Code Procedure when wearing a staff uniform or other charity equipment.
3. All charity information relating to patients, service users and/or staff, including paper records should be handled and stored securely and only used in line with current policies, procedures and guidance. Patient or staff information or images must never be shared on social media.

All staff who have access to patient, service user or employee information should ensure that they are familiar with these policies, procedures and guidance.

Information Governance (IG) is the practice used by all organisations to ensure that information is efficiently managed and that appropriate policies, system processes and effective management accountability provide a robust governance framework for safeguarding information. There are a number of policies and legal regulations which govern how information is used, stored and shared. All employees should ensure that they adhere to these important guidelines.

Patients, service users and staff have a number of rights in relation to how the charity handles their personal information. If you receive any requests in relation to how someone's personal data is handled, or they want to receive a copy of their information, contact our IG department for guidance. The team can be contacted via:

InformationGovernanceTeam@standrew.co.uk



Q&A

Q: I've received an email from someone asking about a patient and for information about their care and treatment. Is it okay to supply them with this information?

A: Patients and service users have a number of rights under Data Protection law and the Mental Health Act. You should never give out patient information unless it is clinically necessary and adheres to the guidance set out within the Caldicott principles. Even when you do share information you must make sure it has adequate protection in place.

Q&A

Q: I am looking after a patient who has been risk assessed as being able to use their mobile phone and internet on the ward. I am concerned that they are doing something that they shouldn't be doing.

A: Remember that our patients have a right to privacy, just like anyone else. If you are concerned about a patient's use of their mobile phone or the internet you should raise it with their multi disciplinary team. Any searches of phones must comply with our search policy and procedures - never access a patient's phone and go through their emails, text messages and photos without following procedure.

4. Conflicts of interest

A conflict of interest is where something in your life outside of St Andrew's could have a negative impact on your role within the charity. Simply put, you should not engage in activities which conflict with the interests of the charity or our patients.

A conflict of interest can take many forms, including but not limited to:

- **Recruitment (of a friend/relative).** We actively encourage people to recommend their friends and family to join us as long as we are made aware of their relationship to an existing employee. This is so that we can avoid creating conflicts of interest – for example, it may not be appropriate for someone to line manage their family member or close friend.
- **Other work.** Staff should not engage in non-St Andrew's employment or activity that would conflict with the charity's interest or impact the performance of their duties. For more information, see the 'Working Outside of St Andrew's' Procedure.
- **Personal links with suppliers/ competitors/ commissioners/ patients/ service users, their families or carers.** There are some roles within the charity where a personal relationship with an external business partner or supplier could create a conflict of interest. For example, it wouldn't be appropriate to award a contract to someone you have a relationship with.
- **Relationships at work.** If a relationship starts in the workplace it only needs to be reported if the people concerned work in the same team, and particularly if one person manages the other. It might be necessary to find one person an alternative role within the charity if this is the case. For more details, see the St Andrew's recruitment procedure.
- **Charity or political involvement.** If you are actively working with an organisation that has beliefs or policies that could potentially adversely affect St Andrew's operations, you need to make your line manager aware. For example, if you volunteer for a charity that campaigns for all Learning Disability patients to be cared for in the community.

Q&A

Q: I'm looking for a supplier to provide some equipment the charity requires. My husband is a manager at a local company which supplies this equipment – can I place the order with his company for this equipment?

A: If you follow the procurement process and can justify giving the business to your husband's company, that's fine. However, if you don't follow the procedure it may be seen as a conflict of interest because your husband could benefit from the business, either directly or indirectly.



5. Acting with integrity

Integrity is defined as 'the quality of being honest and having strong moral principles'. As we're a charity, it's even more essential that our staff work with integrity every day. Having integrity is important as an individual, but we should also make sure that we keep a watch on others' behaviour, too. Acting with integrity means:

- **Challenging unethical behaviour.** If we see people behaving in a dishonest way, or doing something against the Code of Conduct, it's our duty to challenge it. Depending on the situation you might choose to directly address the person, or report them to a manager. Contact a Speak Up Guardian or contact SafeCall for support (see Speaking Up page 23).
- **Gifts and hospitality.** You may on occasion be given a gift or invited to an event by a supplier, partner or patient's family. You should think before accepting whether the gift would change how you work with the giver, and discuss it with your manager. Either way, you should record details of the gift and whether you accepted it in the Gift and Hospitality Register. Logging gifts in this way helps us to be fair and transparent.
- **Travel and expenses.** It's right and fair that any personal spending as a direct result of work should be reimbursed by St Andrew's. But it's also fair that staff are careful with their spending and don't create excessive costs. Compare prices for travel and other items before buying in line with the appropriate policy.



Q&A

Q: You are out in town with a patient and they want to buy you a drink while in the local café. You thank them but say that you are ok. They insist, as they get on well with you and would like to treat you to a drink, they also explain they don't like drinking on their own. What do you do?

A: It is advised that you don't accept patients or service users buying you anything as this can lead to complications. However, it is really important to value the importance of social activities with patients and sharing a drink in a local café is a normalising intervention. If escorting a patient out, always try to take a small amount of ward funds with you so that you can buy yourself a drink. Patients and service users usually respond well if you thank them and tell them you have some ward funds to buy your own.

There are policies and procedures which apply to everyone. These are available on the 'Policies' page on the intranet; please take the time to familiarise yourself with them.

6. Following the law

It goes without saying that St Andrew's as an organisation is committed to abiding by the law in all situations – and we expect the same of our staff.

We are equally intolerant of law-breaking by patients or service users, and will seek police involvement wherever appropriate, including for offences involving violence, property damage and those that are drug or alcohol-related. As always, we rely on our staff to report any criminal activity within St Andrew's.

If you have any suspicions that fraud or bribery is taking place within the charity, they should be reported in accordance with the Counter Fraud Procedure which is available on the intranet.

Q&A

Q: I'm aware that a colleague I work with has a substance abuse problem. I've witnessed them taking illegal substances while at work and on social occasions.

A: While having a problem isn't illegal, the possession and taking of illegal substances is. Furthermore, their behaviour is not in compliance with the Code of Conduct and could put the safety of patients or service users at risk. You should discuss the issue with your line manager or HR Business Partner and seek assistance in notifying the correct authorities.



7. Keeping ourselves and others safe

As members of St Andrew's staff, we all have a duty to act and behave in a safe and responsible manner towards our colleagues, the patients in our care and visitors to our sites.

The charity is committed to achieving the highest standards of health and safety at work, and to ensuring that our services and environments are safe and healthy for our patients, service users, staff, volunteers and others who may be affected by our work activities.

You are expected to:

- Co-operate with any arrangements or procedures put into place by the charity to protect your health and safety, and the health and safety of others.
- Promptly report any incidents, accidents or 'near-misses'.
- Immediately bring to the attention of management any hazardous or high risk situations.
- Set a personal example in representing good health and safety practice and not acting in a way that could endanger yourself or others.
- Promote the charity's policy towards health and safety and support its strategy to continually improve safe working practices and procedures.

Q&A

Q: When I was leaving the ward I noticed there was tea spilt on the floor tiles. I'm sure someone has been told to clean it up. I didn't need to do anything, did I?

A: We all have a responsibility for the health and safety of ourselves and others, therefore if you spot an unsafe situation or an unsafe act you shouldn't assume this is 'someone else's job' to sort it out. Simply asking a question can be enough to prevent an accident later. Don't walk by!



8. Working with others

At St Andrew's we're proud to have a culture of equality, inclusion, acceptance and support. We want to create a welcoming environment for everyone to create a supportive workplace, where everyone feels respected and valued.

Your responsibilities within this cover a few areas:

- **Supporting your colleagues.** We work as a team to support and care for our patients, which means that we listen to, validate and help our colleagues wherever we can. We work in challenging environments and everyone may experience difficult times in their lives. Supporting each other also means that we look out for each other and raise concerns if we think human rights are being violated, or that anyone is being forced to work against their will.

- **Zero tolerance to bullying/discrimination.** Nobody deserves to be singled out for any reason, but especially in connection with their gender, ethnicity, religion, relationship preferences, physical abilities or beliefs. Be kind in how you work with others.

What some see as 'banter' can be upsetting to others. If you come across any inappropriate talk – call it out, you can often defuse a situation without causing any upset. If you don't feel able to tackle the situation directly, report it to your manager or via the Freedom to Speak Up Guardians.



- **Embracing diversity and inclusion.** St Andrew's is passionate about ensuring everyone feels accepted and can be true to themselves. We have various diversity networks, which allow different groups to come together for support, celebration and to share their views. All staff, patients and service users should be treated with dignity and respect, with difference respected. Further information can be found by visiting the Diversity & Inclusion intranet pages.
- **Speaking up.** Don't stand by while others are behaving inappropriately. Make a stand and say that you don't appreciate offensive or non-inclusive comments or behaviour. See page 23 for guidance on how to speak up.

- **Working with and supporting carers.** It is important that we recognise what carers want and how they can be involved in the care of their friend or relative, in service development, training and improvements. We must include them, listen to and validate their concerns and understand their needs around information and support. In Northampton, direct carers to the Carers Centre for support and resources.
- **Working with external organisations.** When you work with organisations outside of St Andrew's, remember that you're a representative of our charity and our brand. Always act professionally and respectfully, in any situation. If you are made aware of a supplier operating unethically, you should report this to your line manager.

Q&A

Q: I've just encountered a carer who wanted help with something. I don't have anything to do with the patient they want to see or the ward, what should I do?

A: As members of St Andrew's staff we pride ourselves on the support we provide to carers. Encourage the carer to explain, then listen, validate and support. You might not have all the answers straight away but reassure the carer that the concerns can be dealt with by directing or contacting the team who is responsible for their friend or relative care. It may mean that you contact the appropriate team who can come and meet you/them or you walk with them to the appropriate building.



PATIENT PROMISE

**This Promise has been developed by patients and staff
to explain what every patient at St Andrew's can expect from their care.**

'No decision about me, without me!'

- You will get the most suitable, useful, least restrictive, evidence based care.
- Your care plan should be co-produced by you and suitably qualified staff.

We will...

- Be polite, respectful and thoughtful at all times looking after your dignity and privacy.
- Do our best to keep you safe.
- Treat you as an equal, whatever your ethnicity, religious/ cultural beliefs, gender, social class, disability or age.
- Update and involve you in your care.
- Involve your family in your care (while respecting your wishes).

- Include your views in reports about your care, ward rounds and any other meetings.
- Respect you as an individual, your interests, and meet your needs: physical, psychological, social and spiritual.
- Work hard to give you the highest standards of care at all times.

We ask you to...

- Please work with staff and take on board advice about treatments.
- Please treat everyone - including staff and other patients - with respect.
- Please ask questions if you don't understand anything or would like more information.
- Please be open and honest with staff, especially about how you are feeling.



SPEAKING UP

The success of our Code of Conduct rests on people adhering to it – and speaking up when it's not followed.

We encourage everyone to stand up if you see things that you don't think are right. Here's how:

1. Talk to your line manager
2. Talk to HR
3. Contact a Freedom to Speak Up Guardian in person, or via at **freedomtospeakup@standrew.co.uk**
4. Speak to SafeCall, our confidential helpline on 0800 915 1571

We want people to speak up without fear of any consequences. No action will be taken against anyone reporting a concern, even if it's found to be unproven.



More information

You can find all the St Andrew's policies and details of many of the topics in this document on the charity's intranet. Please take the time to familiarise yourself with them.

If you have further queries feel free to contact the relevant team:

HR: HRInformation@standrew.co.uk

Communications: Communications@standrew.co.uk

POhWER Advocacy: STA@pohwer.net

Patient Experience: PatientExperience@standrew.co.uk





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