

Portsmouth HealthCare   
NHS Trust

# STAFF HANDBOOK

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## **1.0 INTRODUCTION**

### **1.1 Introduction to the Trust**

The purpose of this handbook is to help answer day to day questions about your employment with the Trust, and to describe the facilities available to you.

Contact your Manager if you need further information on any of the matters covered in the handbook . If your manager cannot provide the information they may refer you to your Personnel Department.

### **1.2 Equal Opportunities**

The Trust is an equal opportunities employer. Our aim is to ensure that no employee receives less favourable treatment on the grounds of sex, marital status, sexual orientation, disability, race, colour, nationality, ethnic or national origins, religious belief, dependants or age, nor is disadvantaged by conditions or requirements which cannot be justified.

The principle also applies to recruitment, promotion, transfer, training, benefits, facilities, procedures and all terms and conditions of employment.

The Trust's Policy is to encourage and assist the employment of disabled people and the retention of employees becoming disabled. The Trust has been granted the right to use the 'Positive about Disabled People' logo by the Employment Service following public commitment to the principles of the initiative. The sole criterion applied in considering disabled people will be, as far as is practicable, their ability to do their job, albeit by provision of special aids and equipment.

### **1.3 Working Towards Investors in People**

Many services within the Trust have been awarded the Investors in People standard following their public commitment to training and developing staff in line with the needs of the organisation. The aims are to show:

- Commitment to investing in people to achieve business goals
- Planning how skills of individuals and teams can be developed to achieve these goals.
- Action to develop and use necessary skills in a well-defined and continuing programme.
- Evaluation of progress towards goals, value achieved and future needs.

## **2 CONDITIONS OF EMPLOYMENT**

### **2.1 Terms and Conditions of Employment**

Your terms and conditions of employment are specified on your Contract of Employment as those of either:

- the Trust Comprehensive Employment Package or
- the General Whitley Council and specified national terms and conditions.

All staff employed after 1st April 1996 are employed under the Trust Comprehensive Employment Package. Some ex-Health Authority Staff are employed on national conditions of service.

Upon commencing employment with the Trust you will have been issued with two copies of your Contract of Employment. You should have read this carefully, especially the last sheet, as this refers to your personal contract details.

If your Contract of Employment is correct, you should sign and date the two sections on both copies, and return one copy to the Central Personnel Department, St. James Hospital by return of post. This is important as without your signature on the returned copy, we are unable to authorise salary payments to you. The other copy is for you to keep. If any part of the contract appears to be incorrect, or you have any queries, please refer to your manager or contact the Personnel Department before signing.

If at a future point in time there are any changes to your base, grade or working hours, this will need to be covered by an amendment to contract.

### **2.2 Pay and Reward**

Your salary is specified on your contract of employment. You will be given a pay number which is made up of twelve numbers. The first six numbers identify your department where you work, and are used to distribute your salary pay slip. The last six numbers are your personal number. The numbers can be found in the top left hand corner of your pay slip.

Your salary will be credited to your bank account on the day before the last banking day of each month. The exception to this is December when salaries are usually credited before Christmas. If you want your salary to be paid into a Building Society account you must supply a mandate from the Society.

If you start work after the first week of the month your first salary may be issued by cheque, because the Salaries Department may receive your bank information after "closedown" of the BACS (Bank Automated Clearing System).

If you are employed on a "Bank" contract (i.e. casual - as and when required) you will be paid one month in arrears i.e. work done in October will be paid at the end of November, work done in November will be paid at the end of December, etc.

So that you are paid correctly please submit any claims to the Salaries Department by the eighth day of the month. We will process claims received after that if it is possible but payment cannot be guaranteed and if not, will be paid in the following monthly salary. Any payments or adjustments in respect of sickness are normally made one month in arrears.

If you have any problems with your salary please speak to your manager in the first instance. If you need more help contact the Salaries Help Desk at St James Hospital on 023 9289 4366. Approximately 5,500 staff are on the Payroll System so please ensure you quote your payroll number if you have any queries or are making any claims, e.g. travel claims.

If when you commence employment with the Trust you have a P45 from your previous employment, please return this to the Personnel Department with your signed contract of employment. If you cannot obtain a P45 you should complete the P46 enclosed in your starter pack. Return the completed P46 to the Personnel Department with your signed contract of employment.

### **2.3 NHS Pension Scheme**

This is as described in the booklet "Welcome to the NHS Pension Scheme". Further details on the scheme are provided during your induction. If you have any queries please refer to the Salaries Department on 023 9289 4366.

### **2.4 Annual Leave**

Details of your annual leave are on your contract of employment. The leave year runs from 1 April to 31 March. You should take all your leave entitlement throughout the current leave year, but you are allowed to carry over 5 days to the following year should you wish to do so. All leave must be approved in advance by your manager.

### **2.5 Career Breaks**

Any employee may apply to their manager for a period of unpaid leave. The agreement of any such request will take into account the ongoing service needs.

With sufficient prior notice it may be possible to spread your salary throughout the period of unpaid leave in order to avoid financial difficulties. Advice on the implications of taking unpaid leave (ie. on national insurance contributions and the pension scheme) is available from the Salaries and Wages Department.

## **2.6 Special Leave**

Situations may emerge where special leave may be appropriate, e.g. genuine domestic problems, bereavement, fertility treatment or some other substantial reason. It is for the line manager to decide whether special leave should be awarded and whether this should be on a paid or unpaid basis. Such a decision can only be made by the manager once presented with the reasons for the request and considering this in the light of the needs of the service.

## **2.7 Family Leave**

### Maternity Leave

A maximum entitlement of 52 weeks leave is provided. Some of this leave will be with pay (either statutory or occupational maternity pay), however precise details will be made in individual cases following contact with the Personnel Department.

Full time staff have the right to return to duty on a part time basis subject to the needs of the service. Requests in this respect should be brought to the line manager's attention by the individual employee as soon as they are mindful that this is an option they wish to pursue. Each case will be given full consideration by the line manager, and will not be unreasonably refused.

### Paternity Leave

The allowance for paternity leave is 10 days paid leave. It is expected that this would normally be taken within 4 weeks of the baby's birth and that this would be followed by a maximum of 12 weeks unpaid leave if so requested by the employee.

### Adoption Leave

Adoption leave is designed to enable an employee who wishes to adopt a child to take a period of leave to help the child settle into the family and adjust to new circumstances. In circumstances where both parents work for the Trust, adoption leave may be shared. The normal allowance is 8 weeks full pay followed by 10 weeks half pay. This in turn may be followed by up to 34 weeks unpaid leave.

### Parental Leave

This is distinct from maternity, paternity and adoption leave and applies to each parent who has a minimum of one year's continuous service within the local health economy and whose child was born or adopted on or after 15 December 1999. It is an unpaid leave entitlement of up to a maximum of 13 weeks spanning from the birth of the child to his/her 14th birthday. In the case of a child with a disability (ie. one for whom a disability allowance is paid), the leave period spans from the time of birth up to his/her 18th birthday. More precise details of this entitlement will be made available following contact by the employee with their manager or the Personnel Department.



### Time off for Dependants

For the purposes of this provision a 'dependant' may be a spouse, child, parent or person who lives in the same household as the employee (other than a lodger, tenant or boarder), and is dependant on the employee for care/assistance. The circumstances where time off would be given are for emergency matters only, e.g. assault, giving birth, illness, injury, death, emergency at school or care arrangements unexpectedly being terminated. It is for the employee to alert their line manager to their request for emergency leave immediately, the reasons surrounding this and to give information on how long they expect to be absent. Such leave is for emergency circumstances only and by its very nature will be short term. There is no legal requirement to give time off with pay, however the line manager can exercise discretion and grant paid leave if they feel the circumstances so warrant this.

Also see section 7.4 on Sabbatical Leave.

### **2.8 New and Expectant Mothers**

Pregnant staff sometimes face unique hazards and potential problems while working. In recognition of this the Trust has a policy to help safeguard the interests of mother and unborn child. Pregnant staff should tell their manager as soon as they are aware of their pregnancy. The manager should contact their local Occupational Health Department to arrange an appointment. This is to ensure that any risk either to themselves or their unborn child which may be present in their working environment can be assessed. Mothers who return after their maternity leave will also be offered an appointment by Occupational Health. Any action required will be taken by the manager and Personnel Manager in consultation with the employee.

There is a booklet giving details on maternity arrangements available from the Personnel Department, St. James Hospital.

### **2.9 NHS Continuous Service**

Your NHS continuous service date is the date that you first commenced employment with the National Health Service on a substantive contract unless you have a break of three months or more, which changes your entitlement to certain benefits.

Your date of continuous service for statutory purposes under the Employment's Rights Act 1996, is the date you commenced employment with the Trust.

### **2.10 Changing Jobs within the Trust**

You are free to apply for internally advertised vacancies without prejudice to your existing job. As a courtesy you should tell your manager if you are applying for a job in another Health Service Post. The internal vacancy bulletin, local and national press and professional journals carry details of vacant posts.

## **2.11 Leaving Employment**

If you wish to terminate your employment, you must do so in writing to your manager giving the requisite period of notice as specified in your contract of employment usually a minimum of four weeks.

Any outstanding salary will either be paid when you leave or forwarded subsequently together with your P45. It is important that you ensure your manager is given a forwarding address.

By arrangement, any leave entitlement may either be taken before you leave or in some cases paid on leaving. If you are moving to another National Health Service post without a break in service, your entitlement may be carried forward by agreement with your new employer. If you have taken leave in excess of your entitlement an appropriate deduction will be made from your final salary.

## **2.12 Retirement**

The NHS Pension Scheme allows staff to retire from the age of 50 if they wish. At age 65 it is compulsory that you retire. Temporary extensions of employment may be offered by the Line Manager, subject to meeting the following criteria: skill shortages, transitional arrangements due to organisational change etc.

## **2.13 Return of Trust Property**

You may be issued with Trust property such as bleeps, lease car, protective clothing, keys, tools or identity cards, or have the use of library books. All such items are the property of the Trust and must be returned before leaving.

## **2.14 Resident Staff**

If you are a resident member of staff, you must notify your residence's manager or Home Warden when leaving employment or moving from hospital accommodation, giving adequate notice. When you leave your employment with the Trust, you will be required to vacate your accommodation immediately.

## **3.0 HEALTH AND SAFETY**

The Trust's Health & Safety Policy is in the Policies & Procedures file and is also displayed on the Health & Safety Noticeboard in your department.

The Trust aims to provide:

“healthy and safe environments for all clients, employees, volunteers, and other people using its services”  
(Trust Health & Safety Policy)

Everyone we employ - whether substantive, temporary or bank, full-time or part-time - has a duty to work towards this aim. Other people working on behalf of or with the Trust (including volunteers, Social Services, GPs etc.) should also ensure they contribute to this aim.

The Health & Safety Policy sets out:

- the main requirements of the Trust under Health and Safety legislation;
- the management arrangements (e.g. health and safety committees) that have been set up to deliver them; and
- the system for ensuring risk issues are identified, addressed, monitored and co-ordinated across all services, localities and staff groups.

The Policy highlights who is responsible for health and safety within the Trust, particularly for carrying out specific tasks, and for ensuring overall compliance with the Policy and the Regulations described below.

The policy emphasises every employee's responsibility to work with their colleagues, supervisors and managers to ensure the health, safety and welfare of themselves and others - patients, clients, visitors and colleagues - is maintained.

It also refers to other policies and procedures of risk management and health and safety. These include the Trust's systems for reporting:

- accidents and adverse incidents (including losses, thefts and damage);
- occupational health screening and surveillance programmes (e.g. for Hepatitis B, and handling injuries);
- arrangements for the Control Of Substances Hazardous To Health (COSHH) e.g. known skin or respiratory sensitisers
- the risk assessment procedure
- control of infection issues

### **3.1 Health and Safety Legislation**

There are various laws on health and safety for work operations and environments. These apply to the majority of all organisations. Six sets of Regulations stand out in particular.

- The Management of Health & Safety At Work Regulations
- Workplace (Health, Safety and Welfare) Regulations
- Manual Handling Regulations
- Health and Safety (Display Screen Equipment Regulations)
- Provision and Use Of Work Equipment Regulations
- Personal Protective Equipment Regulations

They set out the general duties which apply to almost all work activities. They are designed to encourage a more systematic and organised approach to dealing with health and safety. They require organisations to :

- prepare a written Health and Safety Policy
- assess the risks to the health and safety of employees and anyone else who may be affected by their work activity - for us this includes patients, clients, visitors, volunteers and the general public
- make arrangements for putting health and safety measures in place
- ensure they have competent people available to advise and help apply these measures (either by employing them directly or as Consultants to the organisation)
- ensure emergency procedures are in place
- provide employees with information they can understand about health and safety matters
- co-operate with other employers sharing the same premises/sites - for us this includes other NHS Trusts, Social Services, GPs, and a number of charities and other statutory agencies.
- ensure their employees have adequate training and are competent and confident in dealing with health and safety risks
- provide temporary workers with the relevant information they need to meet their particular needs

The Regulations also place duties on **employees** to comply with health and safety instructions and to report to their line manager dangers and hazards immediately.

### 3.2 Risk Assessments

The completion of a risk assessment is a way of:

- identifying **hazards/threats** (anything which does or could cause harm, damage or loss); and
- assessing the **risk** that these hazards will actually occur, how severe it would be if they did, and the controls currently in place to reduce the likelihood, and severity.

Nominated Risk Assessors carry out health and safety assessments. Most assessors are line managers, and all have been trained in the standard Trust method for assessing risk. You can get information about how these are completed in your area, from your line manager.

### 3.3 Improving Working Lives

People spend up to half their adult lives at work and so the work environment can have a big impact on their health.

As a care provider, the Trust believes it is important to set an example by working towards a healthier workplace and lifestyle for its staff. It is therefore committed to the Health at Work in the NHS Initiative, employee friendly policy and practices and the Improving Working Lives Initiative which promote, among other things, a non-smoking policy, healthy food choices in the Trust canteens, a comprehensive substance misuse policy and a counselling service.

### 3.4 Occupational Health

The Occupational Health service aims to help ensure the Trust employs a healthy workforce. It does this by providing advice and support to both staff and management on all matters relating to the effects of health on work and work on health.

The service aims to promote, maintain and protect the physical, mental and social well being of all staff. It does this in many ways. The service has a department in the following localities:

Fareham & Gosport locality :  
Coldeast Way  
Tel. 01489 575977

Portsmouth City locality :  
St James' Hospital  
Tel. 023 9289 4329

Havant & Petersfield locality :  
Havant War Memorial Hospital  
Tel. 023 9249 9153

Department of Elderly Medicine:  
Queen Alexandra Hospital  
Tel. 023 9228 6478

St Marys' Hospital  
Tel. 023 9286 6489

### 3.5 Employee Assistance Programme

The Trust provides an independent and confidential counselling service for all its employees. You will receive a welcome pack in your New Starter pack.

The service can provide help and advice if you have problems with:

- relationships
- emotional matters
- work
- legal and financial issues

The service is totally confidential and no-one will discuss your case with anyone without your written permission. Members of your family can also use the service.

Managers may wish to access these services on behalf of staff ie. in the event of a critical incident, etc.

### **3.6 Medical and Dental Appointments**

All employees should try to arrange any medical and dental appointments in their own time wherever possible. If, however, you are unable to do this, please contact your Manager so that suitable arrangements can be agreed in advance. You may be required to produce your appointment cards as necessary.

### **3.7 Reporting Sickness Absence**

You should keep to the following guidelines if you are sick from work. If you don't your pay may be affected. You may also face disciplinary action.

The day to day guide is as follows:

#### ***First Day***

If you are unable to work, you are responsible for informing your manager as soon as possible before the normal starting time, or not later than two hours afterwards. You should say how long you expect to be off work and give a reason.

#### ***Fourth Day***

If you are sick for three calendar working days or more after the first lost working day you need to complete a self-certification form (AR1), to cover all periods of sickness from the first day. You can obtain this from your Manager or Personnel Department.

If you are sick for seven days or less the completed form should be given to your manager on your return to work.

#### ***Eighth Day***

If you are sick for longer than seven consecutive days (including weekends, days off, etc.) from the first day of absence, you must obtain from your doctor a medical certificate to cover the whole period of sickness - from the first day until you are fit to return to work. You must do this whether or not you are eligible to receive sickness benefits. Send the certificate to your manager as soon as possible together with the self certification form (AR1). If you have trouble getting a medical certificate from your doctor, you must still send the AR1 form to your manager, to be received within nine days from the first day off sick. Mark the envelope CONFIDENTIAL. Forward all medical certificates issued by your doctor to your manager immediately if you can, or in any event within two days of the issue date. Otherwise you may lose pay or sick pay entitlement. All information given will be treated as strictly confidential.

If you become ill at work, you should report the matter immediately to your manager or another appropriate person before absenting yourself from work. You may need to visit the Occupational Health Department, your GP or the nearest hospital accident and emergency department in certain cases.

Staff are reminded that whilst absent on sick leave, they should not undertake alternative employment of any kind (ie. whether casual or of some other nature) throughout this time. To do so could be viewed as dishonest and fraudulent, warranting immediate dismissal from the Trust. If you have any queries in this respect, these should be brought to the immediate attention of your line manager.

### **3.8 Accidents at Work**

If you are involved in an accident or risk event at work, you must write the details in the Accident Book for your department. When you start work with the Trust, your manager will advise you where the Accident Book is kept. Your manager is also responsible for completing in detail a Risk Event Report form for all accidents and incidents.

It is in your own best interests to report any workplace accident, no matter how trivial. We never know what problems may result from an injury and these records allow the Trust to monitor accidents and hence ensure a safer working environment.

*Carelessness is the cause of many accidents, so do take care. Prevention is better than cure.*

You must report all sharps/contamination incidents immediately to the Sharps Injuries Hotline - Tel 023 9286 6767 and to your Occupational Health Department.

### **3.9 Fire Safety**

The person in charge of each workplace will be aware of the Fire Safety Procedures and should be consulted by new employees during their first day in that workplace. If further training is required the person in charge should contact the Trust Fire Safety Advisers to arrange appropriate training.

All Trust employees have a duty to understand what is required of them to ensure that they, together with all patients, clients, and members of the public are safe from fire whilst on Trust premises.

In the event of a suspected fire it is essential that no time is lost in raising the alarm and commencing appropriate procedures so that if the fire is confirmed no-one is at risk. *You must know these procedures.*

To ensure that employees can deal with these situations it is important that when they join the Trust the person in charge of their section, or department, informs them of procedures to follow which are relevant to their workplace. *If you are not told you must ask.*

All employees should make themselves familiar with the Trust Fire Policy Document and the Local Procedures written for each department. All staff must attend at least one fire training session each year arranged with the Trust Fire Safety Advisers by the persons in charge of each section or department. You must read these documents and attend training sessions when they are arranged.

*On the first day in a new workplace make yourself familiar with;*

1. All routes out of the premises
2. Protected routes within the premises
3. Local procedures to follow in the event of a fire
4. How to raise the alarm
5. The fire alarm system
6. Evacuation procedure
7. Assembly and muster points
8. The position and type of firefighting equipment provided.

### **3.10 Dealing with Violence and Aggression**

#### ***The Trust Policy***

The Trust Board considers violent or aggressive behaviour directed at staff and motivated by anger or malice is unacceptable.

This includes but is not limited to:

- physical violence
- threat of violence
- violence directed at property
- victimisation and stalking
- sexual harrassment
- racial harrassment
- bullying and intimidation

The Trust recognises some behaviour is as a result of a patient's medical condition and every effort should be made to manage the care and environment of that patient to reduce the risk of such behaviour occurring.

#### ***Preventing violence and aggression***

##### ***Training***

The Trust will provide personal safety training for all staff in line with the risks associated with the work they do and the environment in which they work. Training will enable staff to identify risks and take action to avoid them, learn how to diffuse a potentially difficult situation and how to remove themselves when a situation becomes unsafe.



*Working in Trust Premises*

Annual Risk Assessments will identify how buildings and premises can be made safer for staff and patients.

*Working in Other Peoples Homes*

Ongoing risk assessments will be carried out by staff who visit clients at home to ensure foreseeable risks are identified and action taken to reduce them. The Trust's Lone Working Policy provides details of good practice.

*Providing Information*

All Trust premises will display a poster which clearly states violence and aggression is not acceptable.

*If something does happen**Supporting staff*

It is important staff receive the individual support they need to try and ensure fear of further violence or lack of confidence does not impact on their ability to cope in their work and personal life.

Managers should also recognise that people working in areas where aggression may be more commonplace may appear to build up a resistance to it, however support and the opportunity to discuss the impact of ongoing incidents should be made available.

*Reporting*

All incidents of violent, aggressive or threatening behaviour must be reported in a Risk Event form.

All incidents will be formally reviewed or investigated to reduce the chance of recurrence.

*Taking Matters Further**Withdrawing Services*

Trust staff are obliged to provide care and services when it is safe to do so and in exceptional circumstances the Trust may consider withdrawing services.

The process for withdrawing services will vary from case to case. The decision to withdraw services will be made by Service or Divisional Managers in consultation with medical staff. Before this decision is made all other options to make the environment safe will be considered.

*Involving the Police*

Some situations will require Police involvement:

- child protection
- when staff are unable to persuade someone to leave the premises
- during a serious violent incident (in most cases it will be appropriate to dial 999).

***Injunctions***

The Trust can prevent or restrict access to its premises through a court order if necessary.

***Further Information***

More information is available in the Trust Policy:  
The Management of Violence and Aggression Directed at Staff

Help and advice is available from:

- Your Service Manager
- Occupational Health
- Risk Advisor

**3.11 Protective Clothing**

The Trust issues protective clothing and footwear for certain jobs and procedures. You must always wear this as required.

**3.12 Non Smoking Policy**

Smoking is a danger to health, not only directly, but also through passive smoking and fire risk. Because the Trust promotes high standards of health care it has made all premises smoke-free with a limited number of clearly marked designated smoking areas. Smoking will only be allowed in these designated areas, which may not be used for any other purpose.

Staff must not smoke whilst on duty (except in official unpaid break periods).

This policy applies to all NHS staff (wherever they are on duty), visitors and non-NHS staff (e.g. social services staff, voluntary workers and contractors). All official vehicles including ambulances must be smoke-free. Community staff must not smoke whilst on duty.

The non smoking policy is highlighted in job advertisements, job descriptions and interviews. When they are appointed, all staff are given details of the arrangements for smoking in their work place. All induction and fire lectures refer to the policy and the reasons for it.

**3.13 Substance Misuse*****Definitions***

For the purposes of the Policy, Substances are regarded as:

- Alcohol
- Prescribed Drugs
- Non-Prescribed Drugs (Including illegal drugs)
- Solvents

### ***Substances at Work***

Substances affect the way we think, feel and behave. Many substances are physically addictive (such as alcohol, heroin and tranquillisers) all substances have a psychological effect. Taking a substance can affect concentration, powers of reasoning, co-ordination and work performance.

Many working days are lost each year to the Trust due to the effects of alcohol and as many as one in ten of the workforce could be affected by a substance misuse at some time in their life.

You must not use substances during the course of your duties

You must not attend for duty whilst under the influence of a substance

You must not persuade or coerce clients in the use of substances.

If you are found to be using an illegal substance the Trust is required to report the matter to the police immediately.

### ***Why does the Trust have such a Policy?***

The Policy should be seen in context of the Trust's desire to promote the general well being of all employees.

The Trust recognises that staff may, for a variety of reasons, suffer stress and/or ill health from time to time and may need personal assistance of some kind.

Among these reasons may be substance related problems which affect work performance.

In such circumstances the Trust will, where appropriate, seek to assist the employee to deal with these problems and thereby restore that individual's well-being, and a safe, healthy and congenial working situation.

This Policy will also create an environment in which colleagues will help substance misusers to identify and seek assistance with their problem.

### ***What does the Policy do for you?***

- Offers time off work if treatment is recommended. Such absence from work will be regarded as sick leave.
- Gives the opportunity to find out about alcohol and other substances and how they affect you.
- Enables both employees and their manager to recognise substance-related problems, so that they can help themselves and their colleagues.
- Prevents mistakes and accidents to patients and staff, as well as illness and poor work performance, resulting from the use of substances.
- Provides clear procedures for dealing with employees who have substance misuse problems.
- Provides appropriate training for managers.
- Offers confidential advice from your Line Manager, Personnel, Occupational Health and access to outside agencies.

***Prescribed Medication***

An employee taking prescribed medication in accordance with their GP's instructions, would not fall within the scope of this Policy. However, if she/he or the Line Manager is concerned about the impact of this on job performance, then confidential advice and guidance should be sought from the Trust's Occupational Health Service.

***Where to go for Help and Advice***

- Your Manager
- Personnel Department
- Occupational Health
- Your GP
- The Substance Misuse Resource Centres:
  - Portsmouth City - 023 92 291607
  - Havant and Petersfield - 023 92 451500
- Fareham and Gosport - 01329 281186
- National Drugs Helpline - 0800 776600 (24 hours)

**3.14 COSHH Policy**

The control of Substances Hazardous to Health (COSHH) regulation exist to prevent harm to employees who use, or are in the vicinity of, substances hazardous to their working environment. The COSHH policy is available from your COSHH Co-ordinator. Each area has a trained COSHH Assessor.

**3.15 Accidents - Third Party Claims**

If you are absent as a result of an accident out of which a third party claim is possible (normally a road traffic accident), you are not entitled to a sickness payment if you subsequently receive damages from a third party. In this event the Trust may advance you a sum not exceeding the amount of sickness payment which would normally be due. This is subject to your undertaking to refund the Trust the total amount of such payments or the proportion thereof, represented by the damages received. If you are absent from work as a result of such an accident, please remember to tell your manager to state it on the sickness return.

You should take note of this point when submitting claims for damages against third parties and ensure that your claim is for total loss of earnings and not merely the difference, where this exists, between the amount advanced by the Trust and that which would be received if normally working. For further guidance on this matter, please contact the Salaries and Wages Department at St. James Hospital.

### **3.16 Contact with Infection or Notifiable Diseases**

If you think you may have been in contact with any infection or notifiable disease e.g. TB, chickenpox or hepatitis you must report this immediately to your manager. The Occupational Health Department will advise whether exclusion from the workplace is recommended. If you are unwell you will be expected to conform with the normal sickness absence arrangements. When you have been advised not to attend work because of danger of infection to patients special arrangements apply.

### **3.17 Prevention of Infection**

In order to prevent the transmission of infection from one person to another, whether staff or patients, all staff are requested to maintain high standards of personal cleanliness at all times. If you are suffering from a condition which could carry infection, and are uncertain or not as to whether to come to work, you should report the fact to your manager who will tell you whether or not you should continue to carry out your duties. If you are in regular contact with patients or food, you should take particular care in this regard.

There is a separate policy on HIV infection for staff which is available from Occupational Health Departments or in the Trust Occupational Health Policy File.

### **3.18 Mobile Phones**

Mobile phones should not be used whilst in the hospital buildings and should be switched off. They can interfere with clinical equipment and therefore endanger the patients life. Mobile phones provided to you by the Trust for conduct of your duties should not be used for making or receiving personal calls. Personal mobile phones should not be used at work except in an emergency. It is unacceptable to use phones in the workplace for personal incoming or outgoing calls. Misuse may result in disciplinary action being taken.

### **3.18 Working Time Regulations**

The UK Working Time Regulations are legislation implemented within the UK as a result of the European Working Time Directive. You should never work more than an average of 48 hours per week unless you have volunteered to sign an 'opt out' form enabling you to do so. The forms are available from your manager or the Personnel Department at St. James Hospital.

Before making your decision you should read the guidance notes on the reverse of the form. If you have any queries you should contact your manager, Personnel Department or Trade Union Representative for advice.

All individual agreements may be terminated by the employee at any time provided they give their manager three months notice. In any event no-one will be forced to work in excess of their contracted hours.

If you are a night worker you will be offered an annual Health Check by Occupational Health.

#### 4.0 OTHER CONDITIONS

##### 4.1 The Data Protection Act

In the course of the Trust's work, we process personal information about patients, health care professionals, staff, suppliers, contractors and several other categories. The use of such personal data is controlled by law. You must be aware of what you must do to keep information secure and confidential, and what information you may and may not disclose outside your immediate working environment.

The new Data Protection Act 1998 considerably enhances the old 1984 Act - some of the main changes being:

- The new Act now applies to **manually** held, as well as computerised, personal data.
- It now covers health records, previously under the Access to Health Records Act 1990.
- Almost any type of personal data, and anything that we do with it, comes under the Act.
- One of the conditions on processing is that a data subject must give their consent.

The eight principles of the new Act, applying to all staff handling personal data are, briefly, that personal data (including patient-identifiable data) shall be:

1. Processed **fairly and lawfully** and not unless certain conditions are met;
2. Obtained only for specified and lawful purposes, and not further processed for any other;
3. **Adequate, relevant and not excessive** in relation to those purposes;
4. **Accurate**, and where necessary, **kept up to date**;
5. **Kept for no longer than necessary** for those purposes;
6. Processed in accordance with the **rights of data subjects**;
7. Protected by appropriate **security measures**, and;
8. **Not transferred** without an adequate level of protection.

The Trust is also implementing the confidentiality and security recommendations of the 'Caldicott' report on the way the NHS uses patient identifiable data. There are considerable overlaps with the Data Protection Act, and both combine to inform the conduct of staff in handling confidential information.

The six Caldicott principles, applying to all staff handling patient-identifiable data, are:

1. **Justify the purpose(s)** of every proposed use or transfer;
2. Don't use it **unless it is absolutely necessary**, and
3. **Use the minimum** necessary;
4. Access to it should be on a **strict need to know basis**;
5. Every one with access to it should be **aware of their responsibilities**, and;
6. Understand and **comply with the law**.

**Some of the ways to keep information secure are:**

- Find out who your local Data Protection co-ordinator is.
- Don't leave working papers lying around.
- Ensure that confidential documents are shredded when no longer required.
- Keep paper records and print-outs secure.
- Keep offices locked when not occupied.
- Do not discuss confidential matters away from work.
- Do not take any more confidential information off site than is necessary for your work.
- Guard against people gaining information by deception and follow the Trust guidelines for dealing with requests for personal information.
- Report any incident that could possibly relate to a breach of confidentiality.
- Be careful with portable computers when not in use, and do not leave them in your car.
- Dispose of redundant computer equipment in the proper manner by contacting the Information Department.
- Never write down your passwords or tell them to anyone.
- Keep personal information on the main fileserver or lock away any diskettes containing personal information separately from your PC. The Act also stresses that all staff are responsible for treating such information as confidential. Staff with access to information on individuals should know the identity of their Data Custodian (person responsible for the computer system) and Data Protection Co-ordinator.

**Any breach of confidentiality may be regarded as serious misconduct which would lead to disciplinary action or dismissal in accordance with Trust terms and conditions.**

#### **4.2 Confidentiality**

As a member of staff you will have access to information of a personal and/or clinical nature. This is highly confidential and must not be discussed with or revealed to any unauthorised person. Each member of staff is responsible for making sure that they keep confidential all personal information about patients and colleagues to which they have access in the course of work. Any breach of this understanding will be regarded as serious misconduct and could lead to summary dismissal.

#### **4.3 Registration with a Professional Body**

It is the responsibility of professional staff to ensure that they hold current registration whilst employed by the Trust in a professional capacity. Failure to do so could result in suspension from duty, downgrading where applicable or disciplinary action being taken.

#### **4.4 Personal Property**

The Trust accepts no responsibility for any items of personal property lost or damaged on Trust premises whether by fire, burglary, theft or otherwise.

You are strongly advised to insure personal property on a private basis, especially if you are a resident in health service premises. The Trust will however examine all claims for compensation in accordance with current regulations.

Where a personal clothes locker is provided please use it and ensure that it is kept locked. If you discover that anything seems to be lost, report this to your manager so that any necessary action can be taken. Staff finding lost property are asked to hand it to their manager.

If you need to use any of your own electrical equipment, you should ensure that it is checked by our Estates Department before it is used.

#### **4.5 Motor Vehicle Insurance**

If you are required to use your own vehicle on Trust business and/or carry patients as part of your duties, you may need special insurance cover.

#### **4.6 Parking**

At most Trust premises parking spaces are available for staff use. Please use the authorised parking areas and keep clear of the areas and roads marked with double yellow lines or Department of Transport prohibition signs to ensure access for ambulances and fire engines.

Parking facilities are only available for use while the member of staff is on the premises.

#### **4.7 Calling for the Police**

If it is felt that a situation at work requires the assistance of the police, the most senior person on duty should be contacted for advice as to the most appropriate action to be taken. However, if you observe a crime you should report it as you would in any other place to your manager and the police.

#### **4.8 Security**

In addition to ensuring the safety of your own property, you can help to prevent the loss of Trust property in several ways. You should ensure that it is regularly checked and accounted for. If the department closes after the normal working day, make sure all doors, windows and cupboards are securely locked and electrical appliances unplugged.



You should report any unexplained disappearance of property or suspected pilfering to your manager. If your duties include being entrusted with keys, you should ensure they are kept secure. If you lose your keys, you should report this immediately to your manager. On leaving employment all keys must be returned to your manager.

Access to the hospital is easy for unauthorised person so if you see a stranger acting suspiciously on the premises, please challenge him/her or inform your manager immediately.

All staff are issued with an identification card and name badge, one of which must be worn at all times. The card and badge are the property of the Trust and you must return them when you leave your job.

#### **4.9 Trust Property**

Under no circumstances must such property be removed from Trust premises without the approval of the person in charge. Instances of stealing or wilful damage to Trust or patient's property will result in disciplinary action which could result in dismissal and/or prosecution.

Economical use of supplies (especially fuels, light and disposable items) careful handling of equipment and alertness to prevent loss and petty theft or waste will reduce our costs and enable the money saved to be spent on patient services.

Where equipment has developed a fault, you should not attempt to repair it yourself. No alterations should be made to the building or electrical and mechanical services in any premises or residences. Defects should be reported to the Estates department through your manager or supervisor.

#### **4.10 Publications by Staff**

The Trust encourages members of staff to prepare articles on particular aspects of their work for publication in professional journals. You should however, submit articles (except those on purely clinical matters) to your manager prior to publication.

#### **4.11 Statements to the Press**

Refer any enquiries from the press, television or radio to your manager. You may not make any statement which involves the Trust, its policies or its patients and clients without the authority of the Divisional Manager or Operations Director.

#### **4.12 Acceptance of Tips and Gratuities**

The Prevention of Corruption Act prohibits you as a member of staff from soliciting or receiving any gift or consideration of any kind from contractors or their agents or from any organisations, firms or individuals you are in contact with through by reason of your official duties.

A breach in the provisions of the above-mentioned Act would make you liable not only to disciplinary action but also to prosecution under the Act. For further information you should refer to the Trust's Fraud and Corruption Policy which is summarised in Section 5.4.

#### **4.13 Gambling/Collections**

With the exception of those authorised by the Chief Executive, all gambling or collections are forbidden on Trust premises. If you wish to make a collection of any kind, please check whether this is acceptable with your manager.

#### **4.14 Trust Name Stationery**

You must not use the Trust's name or stationery for personal use.

#### **4.15 Wills and other Legal Documents**

If you are asked to sign or witness any legal document, please refer the request directly to the manager on duty.

#### **4.16 Appearance and Dress**

Some groups of staff are required to wear a uniform and consequently are required to adhere to the appropriate uniform policy. Arrangements for laundering and repair of uniforms exist and details are available from your manager. If you are not required to wear a uniform, please remember that you represent the Trust and the image you present to patients, clients and visitors is an important factor in how the Trust is judged by the community. Please ensure that your appearance is smart and practical.

#### **4.17 Private Work/earnings**

Trust time and resources may not be used for any private work engagements unless previously agreed with your manager.

Staff who work for external agencies whilst claiming pay e.g. sick pay from the Trust will be subject to disciplinary action.

#### **4.18 Private Business Interests.**

Some members of staff may be involved (either as partners or employees) in other businesses in their own time, e.g. working for a nursing agency, running a nursing or rest home. It is important that private business interests are kept separate from your work with the Trust. If you see any possibility of a conflict of interests between private work and Trust work you must discuss this with your Manager. Failure to do so may result in disciplinary action. The Trust keeps a register of interests. If you have an outside business interest, you should declare it to the Trust's Business Manager.

#### **4.19 Working with a Close Relative or Partner**

Employees generally should not hold a direct superior/subordinate position with, for example a spouse or partner. If through job change, organisational change or for any other reason this should occur, the employee should inform their manager. In such circumstances management may move one of the members of staff in such a way to minimise the effect of the move on the Trust.

#### **4.20 Change of Personal Details**

If you change your name, address, get married, become widowed or divorced or have any other change to your personal details, it is essential you let your Manager know immediately so that your records can be amended accordingly and to ensure that you receive the correct salary.

#### **4.21 Transfer of Base**

An employee may be required to change their base of work to meet service needs, or for their personal development. The Manager must consult with the employee at the earliest opportunity providing information to allow the employee to arrange their personal affairs. Any change of base should be seen as reasonable in terms of an employee's circumstances (e.g. transport).

Where an employee's base is stated as the 'Service' or 'Division' only, with no specified department, the employee may be required to move with little notice. It is not a change of contract and there are no redeployment provisions. This type of broad base must be clearly defined in any advertisements, at interviews and on the employee's Contract of Employment.

If an employee requests a transfer of base, an application can be made when a vacancy arises. There are no redeployment entitlements.

### **5.0 TRUST POLICIES**

#### **5.1 Complaints**

As a member of staff you may have to deal with complaints from patients, clients and their relatives or you may be involved in a complaint yourself. It is your duty to assist and advise patients who wish to comment on hospital and community services and to deal with them helpfully and sympathetically.

If you receive a complaint you should ensure that you follow the complaints procedure laid out in the Management Policies and Procedures Manual.

If you are the subject of or are involved in a complaint you may be required to assist the senior manager investigating the cause of the complaint by making a verbal or written statement concerning events and to what extent you are involved in them. You would be advised to contact your Trade Union, Professional Association representative or Staff Representative.

If you have cause for complaint on any matter connected with your work or that of your colleagues, you should discuss this first with your immediate manager. Should the problem not be resolved, it may be appropriate for you to raise a grievance. The Grievance Procedure is explained in section 6.4. You may wish to discuss the matter with your Personnel Manager before proceeding with a grievance.

## **5.2 Harassment**

The Trust will not tolerate harassment of patients, visitors or staff and will treat complaints as a serious matter. If you feel that you are suffering from harassment or require details of the Trust policy on harassment, you should speak to your manager or Personnel Manager without delay and they will be able to advise you of the appropriate course of action.

## **5.3 Protection of Patients and Clients**

All staff employed by the Trust are expected to concern themselves with providing the best possible standards of care, treatment and service for patients. A patient's rights must be respected at all times and no abuse of patients will be tolerated.

All staff employed by the Trust are expected to maintain their professional boundaries with the patient and should be aware that a personal relationship is not appropriate.

From time to time, staff may have anxieties about the care or treatment given to an individual patient or group of patients. Any incident or attitude which causes concern should not be ignored, but promptly be brought to the attention of the appropriate manager. Senior Managers have a responsibility to investigate (without delay) concerns or complaints relating to patient care.

Staff may experience uncertainty about whether or not to make a complaint, the correct course of action is that the concern should be voiced. Staff may feel unable to voice concern to their appropriate manager. Should this be the case consideration should be given to discussing the issue with Occupational Health, member of the Personnel Department or similar individual of their choice.

Making a complaint about the way in which a particular patient or group of patients has been treated may place staff in the difficult position of choosing between loyalty to a friend or colleague and the patient's best interest. The primary duty of everyone is to the patient.

It is to be clearly understood that harassment or victimisation of any individual member of staff who has reported patient abuse will not be tolerated.

#### **5.4 Fraud and Corruption**

If you suspect fraud or corruption within the workplace, there are a few simple guidelines that should be followed. The Public Interest Disclosure Act 1998 will protect you from any reprisals as long as you meet the rules set out in the Act.

##### ***Do***

1. *Make an immediate note of your concerns.*  
Note all relevant details, such as what was said in telephone or other conversations, the date, time and names of any parties involved.
2. *Convey your suspicions to someone with appropriate authority and experience.*  
This is usually your line manager or the Internal Audit service. Alternatively, you might contact the Director of Finance or Personnel Director.
3. *Deal with the matter promptly, if you feel your concerns are warranted.*  
Any delay may cause the Trust to suffer further financial loss.

##### ***Don't***

1. *Do nothing.*
2. *Be afraid of raising your concerns.*  
You must not suffer any recrimination from your employer as a result of voicing a reasonably held suspicion.
3. *Approach or accuse any individuals directly.*
4. *Try to investigate the matter yourself.*  
There are special rules surrounding the gathering of evidence for use in criminal cases. Any attempt to gather evidence by people who are unfamiliar with these rules may destroy the case. Internal Audit are trained in handling investigations in the proper manner.
5. *Convey your suspicions to anyone other than those with the proper authority.*

##### ***The Act has rules for making a protected disclosure***

- You must disclose the information in good faith.
- You must believe it to be substantially true.
- You must **not** act maliciously or make false allegations.
- You must **not** seek any personal gain.

***Who can you tell?***

If you do not feel able to talk to anyone within your Trust, the Act allows you to contact the Audit Commission which has set up a special telephone line on 020 7404 6609.

***Need further advice?***

If you need further advice, you can contact the following people:

- Your organisation's internal auditor
- Your organisation's external auditor
- Public Concern at Work 020 7404 6609 (Public Concern at Work is an independent charity that provides free advice for employees who wish to express concerns about fraud or other serious malpractice).

**5.5 Whistleblowing*****Definition/Scope***

Whistleblowing is a means by which you can report matters of concern which are not being dealt with adequately by normal processes.

This applies to *every* member of staff, and you may use it in conjunction with other Trust Policies such as:

- Abuse
- Disciplinary
- Grievance
- Equal Opportunities
- Handling
- Harassment
- Health and Safety
- Record and Reviewing Risk Events
- Financial Standing Orders
- Fraud and Corruption Response Plan
- Code of Business Conduct

You can obtain a copy of the full policy from your Service Manager or Personnel Manager.

### ***Why Does the Trust Support such a Policy?***

The Trust is committed to openness and opportunities for all employees to:

- contribute ideas
- express concerns
- question the decisions of others
- question decisions of those in authority

This policy provides a formal mechanism for individuals to express their concerns in a safe way.

### ***How does this Policy work for you?***

Any procedure should aim to resolve staff concerns informally between the individual and the Line Manager.

If for some reason this is not possible you can take your concern to any Manager. You may wish to refer to the flow chart in the policy.

The policy requires that the Manager:

- takes concerns seriously and without prejudice
- considers them in full
- recognises that raising a concern can be a difficult decision
- acts promptly and notifies you of action taken

### ***Some questions answered***

**Q. *If I observe a serious malpractice what should I do?***

**A.** Report it to your Manager or if this is not appropriate report it to any Manager within the Trust.

**Q. *Can I involve a colleague, Trade Union or Professional Representative?***

**A.** Yes, if you wish.

**Q. *Will I be protected from victimisation if I blow the whistle?***

**A.** Yes, victimising another member of staff or deterring them from raising a concern is a serious disciplinary offence and will not be tolerated.

### ***Where to go for help and advice***

- Your Manager
- Any Manager
- Personnel Manager
- Occupational Health
- Quality Manager
- Union/Professional/Staff Representative
- Professional Body

## 5.6 Diversity Matters

### *Definition and Scope*

'Diversity Matters' is about valuing the differences between people, creating an environment where everyone feels valued, where difference is seen as a strength not a weakness and where the potential of each person is unlocked.

*This applies to Clients and Staff.*

In supporting this value, harassment, bullying and all forms of discrimination, by anyone, cannot be permitted or condoned.

We seek a diverse workforce through fair recruitment and will ensure that our contractor's policies and practices reflect this.

### *What does this mean to you?*

Each person should be treated with dignity, fairness and respect, regardless of their race, colour, religion, disability, sexual orientation, ethnic origin, nationality or family circumstances.

By promoting equal values and equal opportunities we aim to:

- ensure that each person (client or staff) is treated with dignity and respect, free from discrimination, victimisation or harassment.
- ensure the individual needs of each client are met.
- give every member of staff the opportunity to reach their full potential.
- ensure all services are free from discriminatory practices.
- create an environment where discrimination is unacceptable.
- help staff develop knowledge and skills in valuing and working with diversity.

### *What if I feel I may have been discriminated against?*

All reports of discrimination will be taken seriously and without prejudice. Concerns will be fully investigated, either informally or formally, depending on your wishes and the circumstances.

Preserving the confidentiality of all concerned will be paramount.

### *To raise a concern, contact*

- Your manager
- The personnel department
- Occupational health department
- Union, Professional or Staff Representative

If you cannot resolve the problem you may wish to make a formal grievance.



***Further help and advice*****Legislation and guidance**

- The Sex Discrimination Act 1975
- The Race Relations Act 1976
- The Criminal Justice and Public Order Act 1994
- Disability Discrimination Act 1995
- The Patients Charter 1995
- Protection from Harassment Act 1997
- Working Together: Securing a Quality Workforce for the NHS 1999
- Tackling Racial Harassment in the NHS - a plan for action 1999

**Trust Leaflets**

- ‘Your Views Matter - Making comments or complaints about our service’
- ‘Whistleblowing - a policy for Trust staff’

***Trust Policies that underpin Diversity Matters***

- Confidentiality
- Equal Opportunities
- Grievances and Differences of Opinion
- Handling Patient Related Complaints
- Management and Prevention of Harassment
- Protection of Patient’s and Client’s Rights
- Racial Awareness and Race Relations
- Recruitment and Selection
- The Management of Violence and Aggression Directed at Staff
- Whistleblowing

**5.7 Mental Health and Well-being at Work Policy**

The Trust is committed to the total well-being of its employees and places a high value on both their physical and mental health. With such a balance staff are better equipped to manage the demands of work and home and provide an optimum service to clients/service users. Staff in health care have the same rights, needs and feelings as other people, but invariably are subjected to specific pressures generated by the stressful nature of the work. This is recognised by the Trust and suitable provisions will be made for their relief. This policy is designed therefore to promote the mental health of staff in and at work and to promote a healthy lifestyle in general. A full copy of the policy is available from your manager or the Personnel Department.

**5.8 Employee Friendly Working Policy**

The Trust recognises the difficulties which may be faced by individual employees in terms of balancing both home and work commitments. This can be particularly so in circumstances when competing priorities emerge or when carer responsibilities for dependants of any age, become significant. Similarly there will be some individuals who for a variety of reasons wish to take a temporary break from normal work responsibilities without jeopardising their employment.

This policy, therefore, aims to assist staff in balancing work and home responsibilities and create a culture which contributes positively to the quality of an employee's working life by facilitating choice and empowering staff in this respect. To this end a range of mechanisms to support this process are in place and contained in this policy which is available from your line manager or the Personnel Department.

## **6.0 EMPLOYEE RELATIONS**

### **6.1 Staff Representatives**

All staff have the right to have their views represented, whether or not they belong to a Trade Union. Details of Trade Union Representatives and Staff Representatives are held by the Personnel Department and you should contact them for further details.

### **6.2 Joint Consultation**

The Trust undertakes to negotiate on certain conditions with representatives of recognised Trade Unions, professional associations and Staff Representatives. If you would like to represent your staff group, you should contact your trade union representative.

### **6.3 Disciplinary Rules**

Written procedures guide managers whenever they think it necessary to discipline members of staff for misconduct, or if there are problems because of an employee's performance, capability or attendance record.

Disciplinary action may be taken in many different circumstances. The list below gives examples of rules which, if broken, could mean disciplinary action. However, it is not possible to describe every possible case for disciplinary action. Therefore, the list of offences below is not exhaustive.

#### **Hours of Attendance**

Every member of staff must have constant and regular attendance at work. Anyone who does not attend work punctually and regularly can face disciplinary action, including dismissal if the offences continue after previous warnings. The distance between home and work or difficulties getting to work are not acceptable reasons for irregular attendance or requests for preferential hours.

The Trust requires some staff to record their time of arrival, especially departments operating "flexi-time". Anyone who deliberately makes false entries in work or attendance records could be dismissed as a result.

Staff may not be absent from work without prior permission, except in cases of;

- sickness where it is not possible to inform their Manager
- contact with infectious disease
- sudden domestic emergency.

These should be reported as soon as possible. Staff must follow the rules on reporting sickness absence. All absences are subject to scrutiny and monitoring. Where these are deemed unacceptable or abuse of the sickness provisions has occurred, then the matter will be dealt with as a disciplinary matter.

Breaks (e.g. for coffee) are concessionary and if abused may be restricted.

### **Standards of Conduct and Performance**

Every Trust employee should combine prompt and efficient service with a concern for the feelings of others, including clients, patients and members of the public. If any employee falls short of the required standard, their supervisor will tell them and give them a chance to improve. If the unsatisfactory performance continues he or she may be liable to formal action, including dismissal. Severe breaches of these standards may lead directly to formal action under the appropriate procedure.

Always treat all sensitive information relating to patients, clients and staff and the business of the Trust as confidential. Information is covered by the Data Protection Act which you must comply with at all times (see section 22 - Data Protection and Confidentiality).

We regard breaches of confidentiality as very serious and these almost always lead to disciplinary action which could include dismissal. It is therefore imperative that you do not discuss sensitive issues with any unauthorised person or leave papers around where they might get into the wrong hands.

All employees must report any abuse of the rights of clients or patients while they are in the care of the Trust.

All staff should be aware of their responsibilities for themselves and for others under the Health and Safety at Work Act (see section 11 - Health and Safety). Anyone who neglects these responsibilities may be disciplined.

Employees should carry out the legitimate instructions of supervisors effectively.

If an employee in a senior post discovers that a relative is a candidate for a post in the Trust, they must inform the Chief Executive, Divisional Manager or Operations Director (whichever is appropriate) as soon as possible. The relationship includes spouse and other relations by marriage.

Any employee who finds that they have a financial interest in a contract with the Trust must inform the Chief Executive as soon as it becomes apparent. They must do this whether or not they are a party to the contract. In the case of a married couple, the interest of one is deemed to be the interest of the other.

Staff are normally allowed to accept other employment outside their normal working hours, as long as it does not affect the interests of their employment with the Trust. You should notify your manager of such employment. Anyone who is in doubt about accepting other work, especially if it is in the same field as their Trust employment, should consult their Personnel Manager.

### **Dismissal Without Previous Warning**

Under the disciplinary procedure, no employee can normally be dismissed unless they have previously been given a written warning (or warnings). However, some offences are so grave that, if proved, they merit dismissal without previous warning (summary dismissal). These offences include, but are not limited to;

**THEFT** - any instance of theft from the Trust or from a patient, client, member of staff or member of the public on Trust premises.

**FRAUD** - any deliberate attempt to defraud the Trust or a member of the public in the course of official duties (this can include misuse of attendance records etc. - see section 21 - Fraud and Corruption).

**ASSAULT** - any assault upon a patient or client or any assault upon a member of the public or a fellow employee that takes place on Trust premises or while on duty.

**NEGLIGENCE** - any action, or failure to act, which threatens the health, safety or welfare of a patient, client or member of the public or another member of staff or which results in significant financial loss or other damage to the Trust.

**MALICIOUS DAMAGE** - to Trust property or that of patients, clients, staff or members of the public.

**CORRUPTION** - receipt of money, goods, favours or excessive hospitality in return for services (see section 21 on Fraud and Corruption).

**BEING UNFIT FOR DUTY** - through misuse of substances (see section 3.12 on Substance Misuse).

**CONFIDENTIALITY** - breaches of confidence in relation to sensitive information regarding a patient, client, member of staff, or Trust business.

**SEXUAL MISCONDUCT** - with another member of staff, while on duty, or with a client or patient through the course of duty.

**ABUSE OF CLIENTS OR PATIENTS** - any such abuse is totally unacceptable.

**INSUBORDINATION** - failure to carry out the legitimate instructions of the line manager or person acting on their behalf.

### **Arrest or Criminal Proceedings**

An employee who is arrested on any charge or served with a summons on a criminal charge, must tell his or her manager without delay. If they do not they may be disciplined. If the alleged offence has implications for their Trust employment they face disciplinary action, including dismissal.

### **Registration with Professional Body**

Under the law, many professional staff must be registered with their professional body to practice. If they are not, or their registration has lapsed, the Trust may suspend and subsequently dismiss them. All staff are reminded to maintain up to date registration at all times.

### **Professional Misconduct**

The Trust has a duty to report any incidents of possible professional misconduct or incapability to an employee's professional body, which may investigate the case and take action. The Trust may separately investigate the circumstances and take any necessary disciplinary action.

### **Special Rules**

Special arrangements may apply in certain departments and the Trust will advise staff in those departments separately. These arrangements may include:

- rules for dealing with money
- custody of dangerous substances, e.g. drugs
- supervision of dangerous machinery.

## **6.4 Grievance Procedure**

If you feel aggrieved in respect of any aspect of your employment, you are encouraged to bring this to the attention of your line manager for informal resolution. If this is not resolved to your satisfaction you may wish to access the Grievance Procedure for a more formal resolution.

This procedure is designed to resolve important differences of opinion. The Trust believes that these will inevitably arise from time to time because of the size and complexity of the service we provide.

We can deal informally with most concerns and difficulties raised by employees. However, where an individual or group of staff feels their problem has not been resolved fairly, they can invoke the grievance procedure by writing to their Manager about their concern.

The grievance procedure provides for an unresolved grievance to be considered by successively more senior levels of management. A copy of the procedure may be obtained from your Personnel Department.

## **7.0 TRAINING AND DEVELOPMENT**

### **7.1 Induction**

Each new employee of the Trust will undergo a programme of Induction Training. Your manager is responsible for your induction and will explain the process to you, using an induction checklist. Mandatory training, specific to your post, will be identified by your line manager who will advise you of the arrangements.

### **7.2 Performance Review**

Each member of staff will have an annual performance review during which their current performance and any training or development needs will be identified and objectives set. This review is a two way process and in order to best benefit, the member of staff must contribute.

### **7.3 Libraries**

The technical and medical libraries are situated in St Marys' Education Centre and Queen Alexandra Post Graduate Medical Centre. A bench library and Learning Resource Room are available in the Training Department at St James' Hospital. Through these library facilities you can also gain access to the facilities of other libraries in the area.

### **7.4 Sabbatical Leave**

Primarily sabbaticals can be applied for in circumstances whereby an employee wishes to pursue full time training/education or some other form of study, or indeed wishes to work abroad for a period of time which will enhance both his/her professional and personal development. The length of such leave being requested from the line manager must be clarified by the employee from the outset since depending on the duration, this will have a greater or lesser impact upon the service. Sabbaticals can either be with or without pay, however, must be notified to the Board by the line manager in order that the consideration and approval process can be put in place.

## **8.0 COMMUNICATION**

### **8.1 Information Exchange and Team Meetings**

At monthly intervals, each manager will collect their staff together to disseminate information verbally. This enables employees to question or seek clarification on any items and it also acts as a feedback mechanism to the managers themselves.

## **8.2 Newsletters and Papers**

Newsletters are published on a regular basis. The aim is to keep in touch with the workplace events and happenings. The success of a newsletter depends on the staff and you should contact the Editor if you have any items of interest which you wish to be included.

## **8.3 Noticeboards**

There are general noticeboards situated at various points throughout the premises displaying information. Anyone wishing to display notices should first obtain permission.

## **8.4 Public Communication**

Trust Board meetings are open to the general public, one of these is the Annual General Meeting. Following the Annual General Meeting, the Trust publishes its accounts and the Annual Report which shows how the Trust performed in the previous financial year. The Business Plan is also published in March and sets out what the Trust intends to achieve in the coming year.

## **9.0 EMPLOYEE BENEFITS/FACILITIES**

### **9.1 Restaurants**

There are staff restaurants and coffee shops on some hospital sites which are available for use by staff and visitors. They serve a range of hot meals, salads, sandwiches and hot snacks. All meals should be taken in the dining areas except where special arrangements have been made.

### **9.2 Chaplaincy Service**

All premises are served by Chaplains (Church of England, Roman Catholic and Free Church) whose aim is to meet the spiritual needs of both patients and staff. If you have any problems of a personal nature that you wish to talk over, the appropriate Chaplain will be pleased to help you. Regular services are held in the interdenominational chapels in the main hospitals. These are advertised in hospital notices and all staff are warmly welcomed to join in.

### **9.3 Sports and Social Clubs**

A Social Club is located at St James' Hospital which organises a number of activities for staff. Membership is available to all staff and application forms are available from the Club Secretary. Subscriptions may be deducted from pay on request.

## **9.4 Voluntary Services**

Across the Trust, volunteers from schools, churches and voluntary organisations (e.g. League of Friends, Red Cross, St. John's Ambulance) as well as individual citizens come onto Trust premises to work in their own free time.

Voluntary schemes perform a valuable public relations function for the service in establishing informal but nevertheless important links with the local community.

## **9.5 Staff Discount Information**

The Trust offers two different discount schemes available to staff:

### **Free Staff Discount Scheme**

This is a free scheme for all staff. You can find details in a booklet in your starter pack. The scheme is updated annually and a booklet is issued to new staff.

New discounts and any amendments to the scheme are published in the weekly newsletter. You must show your Staff Identification Card to obtain the discounts.

### **Portsmouth Health Staff Lottery/Discount Scheme**

Staff from local Trusts and the Health Authority can join this discount scheme through the staff lottery. The cost is £1 per share, which entitles you to one chance in the monthly lottery (there is no limit to the number of shares which may be held). Prizes vary from £50 to £500 each month with extra prizes on certain months, including holidays and a car. Share fees are deducted straight from salaries. Once you have joined the lottery you are automatically included in the discount scheme and issued with a discount card.

## **9.6 Swimming Pool and Gymnasiums**

All staff have use of the swimming pool and facilities at Queen Alexandra Hospital. The pool is open from May to September. The pool is locked at all times and a refundable deposit must be left to obtain a key from the Estates Department. Gymnasiums are available at Queen Alexandra Hospital and St Marys' Hospital.

## **9.7 Staff Minibus**

A free half hourly service runs between sites, picking up at the main entrances at Queen Alexandra Hospital and at St Marys' Hospital.