

**Name Of Service:**  
**Homecare Services and**  
**Hazelwood Homecare**

**Procedure Title:** **Staff Dress Code** **Ref:** **DC - 10.11**

## Legal Reference

- 1.0 Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**

## Outcome Statement

- 2.0 **Service users, staff and people who visit the service users home:**
- Are in safe, accessible surroundings that promote their wellbeing.
- 2.1 **This is because the service complies with the regulations and will:**
- Make sure that service users receive care and treatment from staff who are:
    - a. Appropriately dressed for their role
    - b. Provided with the equipment and clothing required to perform duties
    - c. Professional in their approach and dress
    - d. Compliant with current legislative requirements relating to dress in the workplace
- 2.2 To ensure that each member of staff is appropriately dressed for the work to be done
- 2.3 To ensure that any personal protective clothing or equipment is available so as to minimise the potential for staff to suffer damage or loss to their own clothing.
- 2.4 Our staff are our most valuable asset.  
Without them our service cannot be delivered and our business does not exist.  
We believe that how staff are dressed and presented is very important in portraying a positive corporate image.
- 2.5 We also believe that if staff are provided with good quality workwear, they will feel more positive about their role – which fosters a pride in their work.
- 2.6 We are committed to ensuring that we will, at all times, endeavour to provide the best possible staff who share our values to deliver the best possible service to our customers.
- 2.7 All staff employed will be issued with an identity card and, if appropriate, a badge.

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| 2.8  | All identity cards or badges will be compliant with the requirements of current legislation  |
| 2.9  | Staff must be able to show their identity card at all times when engaged on company business to any person who is entitled to see it.          |
| 2.10 | For service users with special communication needs, there must be an agreed and documented way of identifying staff to the service user.       |
| 2.11 | Identity cards or badges remain the property of the service provider and must be returned to the manager upon request or when employment ends. |

## Policy Statement

- 3.0 We believe that service users should be provided with a homely yet professional service.  
We are committed to this in relation to the appropriate staff dress code by the following.
- 3.1 Service users, staff and visitors can be confident that, in relation to the appearance, dress and personal presentation of staff who provide service continuity relevant guidance is taken into account, including that from CQC which may be published from time to time.

## Procedure

- 4.0 It is usual for employers to have rules in place which require staff to be clean, neat and appropriate in their dress, appearance and presentation whilst at work.
- The purpose of such 'rules' is generally two-fold:
- To promote a positive image and impression amongst clients and the general public and
  - To ensure that dress, appearance and presentation take account of the Health and Safety aspects of the specific job undertaken.

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- 4.1 Where, for religious or other good reasons e.g. medical, a member of staff cannot comply with this Code, exceptions may be made.

### Positive Image

- 4.2 For all staff employed, our 'customers' in the broadest sense include our service users, their families, relatives and friends, and the representatives of the various authorities responsible for funding the placements.
- 4.3 In addition to the members of the general public with whom staff come into contact whilst out in the community (whether or not in the presence of service users), there is a range of people who may come into contact with staff in the course of their work such as psychiatrists, psychologists, doctors, Care Quality Commission officers (CQC), and those making deliveries / service calls etc.
- 4.4 This service provider has set high professional standards and expectations in relation to both the service provided to our service users and the manner in which staff deliver this service. Whilst some people with whom we come into contact will have the time and opportunity to observe the high quality of the service at close quarters, most will not do so, forming a superficial but nevertheless real and possibly lasting judgement, based on first impressions.
- 4.5 It is not only the dress, appearance and presentation of staff that may give a poor impression the service, but also the manner in which staff carry out their duties.
- 4.6 Dress, appearance, presentation and manner are not, of course only about presenting a positive image but also reflect the dignity afforded to service users, as well as, in some cases the positive role modelling which forms part of the broader documented and agreed care package.
- 4.7 In considering an appropriate Dress Code for staff, account has to be taken of the diverse nature of service users as well as the diverse nature of the roles carried out by staff.

## Health and Safety

- 4.8 As employers, the service provider has a duty to ensure that as far as possible, all members of staff are safe whilst at work.  
This responsibility cannot be negated by coming to an agreement with individuals or groups of staff e.g. if a female support worker should wear non-slip shoes in their role as support worker for reasons of health and safety, the manager cannot allow her to wear stilettos just because she wishes to do so and is happy to accept the risks of falling over.

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- 4.9 There are, therefore, certain posts within the service where the wearing of protective clothing or “uniform” is compulsory and in these cases it will be known by staff and such clothing will be provided by the service at no cost to the members of staff concerned.
- 4.10 Where staff choose not to (or refuse to) wear the clothing provided, the manager should seek to establish whether this constitutes a breach of the staff members Employment Contract.
- 4.11 Where staff are not wearing clothing provided by the service provider, no compensation will be paid should their own clothing be damaged.

**Reasonableness and Interpretation**

- 4.12 To be effective, a Dress Code requires everyone’s involvement to be reasonable in their interpretation of the ‘rules’.  
The dress code cannot be written in such a way as to prescribe a solution which includes every possible eventuality.  
Where an interpretation is required, the manager will consult as necessary and make a decision as to what may or may not be allowed within the Code.  
Where necessary, the manager will consult with other staff and their own line manager.
- 4.13 Where the manager determines that the wearing of a staff uniform is compulsory, staff must comply with this condition of employment otherwise employment may be terminated.
- 4.14 Where a member of staff is considering doing something that is not covered by the Dress Code but will clearly have an impact on their appearance or presentation e.g. dyeing their hair a bright colour or having a Mohican haircut, multiple body piercings etc. they should seek, in advance, the advice of their line manager as to how this may be viewed under the Dress Code.
- 4.15 All staff should be aware that disciplinary action may be taken against any member of staff who breaches the Dress Code.

**General Dress Code**

- 4.16 All members of staff shall present themselves at work in a manner that does not harm, or have the potential to harm, the public image or impression of the service provider (or company / corporate image), or compromise the health and safety of themselves or others. This includes the requirement for staff (including their hair) to be clean and tidy.

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4.17 The dress code is as follows:

- Black, full length trousers (provided by the employee)
- Tunic top (provided by the company)
- Full, black shoe with no heels or logos (provided by the employee)
- Long hair should be tied up

No member of staff shall wear or display the following whilst at work or on company business:

- Any item of clothing, footwear or headgear that is cut, torn, frayed, ripped, dirty or defaced, or which has an unpleasant smell.
- Any item of clothing that is too revealing, e.g. because it is see through, lacy or skimpy (such as mini skirts, low-cut tops, strapless tops, tops that leave the midriff exposed, hipsters worn so that thongs/underwear are exposed, beachwear and cycling shorts). Except in the last two cases where such clothing may be appropriate to an external activity being undertaken
- Any item of clothing, footwear or headgear which bears writing, logo(s), pictures or similar which are offensive or might cause offence.
- Tattoos, body paint or similar that by their nature are offensive or might cause offence, or which are potentially harmful to the public image of the Company. The manager may ask that tattoos are covered whilst in the workplace.
- Body piercing jewellery that is visible and which by its positioning, amount or nature might harm the public image or impression of the Company, or present a health and safety risk to the individual or others
- Rings – other than wedding ring / engagement ring (or equivalent) with stones or features which may scratch or tear skin
- Necklaces, chains or pendants worn outside clothing. (These can be grabbed by confused service users and have been known to cause a strangulation hazard).
- Ear rings should be of “stud” type. Wearing of loop or hoop ear rings should be avoided as confused service users may try to grab them as staff lean near them.

4.18 Sunglasses or headgear should not be worn inside buildings except where express permission is given, for identified reasons.

4.19 Whilst undertaking training, staff may wear smart casual clothes and footwear, as appropriate to the training being undertaken.  
Where the standard or type of clothing to be worn is important (e.g. MVA Training), this will be specified in the joining letter for each course.

4.20 During periods of extreme hot or cold weather, the service manager has the discretion to amend the Dress Code for specified periods.

4.21 The service manager has the discretion to vary the Dress Code where a service users care plan identifies risks / behaviours which warrant this.

### **Identification Badges**

- 4.22 ID badges should be worn at all times in the service users home and be visible at all times. Community staff should have their ID badges available and present them for inspection by service users and their families if requested. Where staff are accompanying a service user on an outing or external activity, staff may feel it is more appropriate to remove or cover their ID badge so as not to broadcast that they are a care worker who is escorting a service user.
- 4.23 Prior to the commencement of employment each staff member must have been given an identity card produced by the service provider.
- 4.24
- A current photograph of the staff member.
  - The Name of the staff member
  - The name of the service provider in large print and any company logo
  - A contact telephone number for the organisation
  - Date of issue of the ID Card
  - Expiry date for the ID Card (not more than 36 months from date of issue)
- 4.25 Each card should be laminated so as to prevent tampering, or otherwise constructed so that attempts at tampering will be immediately evident.
- 4.26 All ID Cards issued must have the details recorded in the ID Card Register held either in the service providers office or at the company Head Office (if applicable). The details in the register will include:
- Date of issue
  - Name of the person identified on the card
  - Date of expiry (not more than 36 months following issue)
- 4.27 Staff should be aware that all identity cards must be returned to the service provider at the end of employment.
- 4.28 Any lost or stolen ID card must be reported to the manager as soon as the loss or theft is known. The manager will take suitable and effective steps to try to locate and recover the card.
- 4.29 No staff member will normally be able to work within the service following the loss or theft of a card until a replacement ID card has been produced and issued. A temporary card may be issued by the manager until a permanent replacement can be obtained.

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- 4.30 The service manager should ensure that steps are taken to produce ID cards in large print where service users have a visual impairment or other formats agreed as part of the care package for service users with specific communication requirements.

**Disagreement**

- 4.31 *The manager is responsible for ensuring this policy is followed consistently and appropriately. It is not meant to be an exhaustive list of rules but rather to give a general indication of the standards expected.*  
*In extreme cases where staff fail to adhere to the code, disciplinary action may be taken. Unresolved disputes between staff and the manager should be pursued via the Grievance procedure.*

**The Following Evidence Will Demonstrate That The Required Outcomes Are Being Met And Relevant Standards Achieved**

- 5.0 There should be evidence that:
- All staff have been given a copy of the dress code
  - Staff are aware of the proper clothing / uniform to be worn
  - Observation in the service shows staff are appropriately dressed
  - Observation shows that staff have an identity card or badge
  - Working practice confirms that body piercings are covered or removed during work hours

**Training Required**

- 6.0 Staff should be aware of the following:
- The service provider has a dress code that should be followed.
  - There is an Equal Opportunities procedure and policy in place and the dress code applies equally to all staff.
  - The Induction Training package identifies the dress standards required
  - Service delivery to the highest standards is what we should all be aiming for
  - Staff who do not share our values and beliefs should not be employed by us
  - If staff can identify things that we can do better, they should tell their line manager
- 6.1
- Staff must carry their ID card at all times when engaged on company business
  - Staff must not use their ID card in any way other than as part of their employment with the service
  - The ID card carries a photograph of the staff member and should be updated if the physical features of the person changes significantly

**Forms And Referenced Documents For This Procedure**

- 7.0 None at present

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