



MacIntyre
Providing support...your way

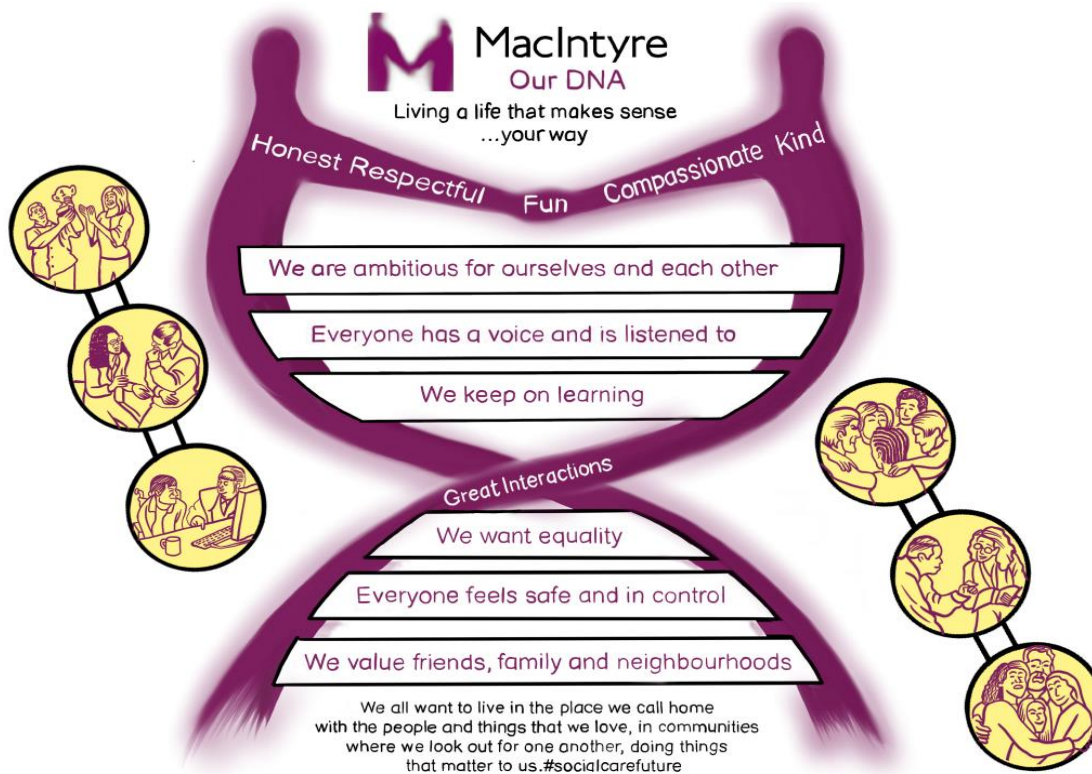
Staff Code of Conduct & Dress and Appearance Code

Document Control

Title:	Staff Code of Conduct & Dress and Appearance Code
Issue number	2
Scope of document	Whole of MacIntyre
Lead director	Claire Toombs (Finance Director)
Lead reviewer	Debbie May (Head of HR)
Document effective date	14 March 2024
Easy Read Version available	To be developed
Associated e-Learning	No
Associated Guidance	No

Previous Versions

Title	Issue Number	Scope	Effective Date
Code of Conduct	1	Whole of MacIntyre	August 2012 Reviewed & Retained 2018 Reviewed & Retained 2021



Introduction

Our purpose is for people who draw on MacIntyre's support have gloriously ordinary lives, living the life they choose, using their gifts, skills and passions to contribute and connect to the people in their local neighbourhood. MacIntyre invests in, and helps shape, neighbourhoods to be inclusive and welcoming spaces for everyone. The way we behave (our conduct) has an impact on the people who draw on our support, our colleagues and therefore the success of MacIntyre in fulfilling our purpose. This Code of Conduct provides simple guidance as to how we expect everybody who works in MacIntyre to behave and how we can "promise" to do our very best to make a positive contribution to everybody connected with MacIntyre.

This Code of Conduct is important in helping, with other policies and documents, to set out standards of behaviour. Therefore, any breach of this code of conduct will be dealt with in line with MacIntyre's Disciplinary Policy.

Relevant MacIntyre policies and other information

This code reflects current legislation and good practice externally. It has been based on MacIntyre's own DNA and value base as well as the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England, and the Code of Professional Practice for Social Care (Wales). This code should be read in conjunction with relevant MacIntyre policies and other documents, available on the intranet at [Policies and Resources | MacIntyre \(macintyrecharity.org\)](#), including but not limited to MacIntyre's:

- [DNA](#)
- [Bullying & Harassment Policy and Good Practice Guidance](#)
- [Confidentiality & Data Protection Policy and Good Practice Guidance](#)
- [Disciplinary Policy and Good Practice Guidance](#)
- [Equality, Diversity and Inclusion in Employment Policy](#)
- [Health & Safety Policy and Associated Manual](#)
- [MacIntyre and Me Staff Handbook](#)
- [Manager's Handbook](#)
- [Performance Management & Development Policy and Good Practice Guidance](#)
- [Professional Boundaries Good Practice Guidance \(Under Development\)](#)
- [Supporting People to Manage Their Money and Assets Policy](#)
- [Safeguarding Policies and Associated Guidance:](#)
 - [Safeguarding Children and Associated Guidance](#)
 - [Safeguarding Young People and Associated Guidance](#)
 - [Safeguarding Adults and Associated Guidance](#)
- [Sickness Absence & Wellbeing Policy and Good Practice Guidance](#)
- [Whistleblowing Policy and Good Practice Guidance](#)

There are other documents that may apply to your role, depending on your profession, including but not limited to:

- [Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England](#)
[Code of Conduct \(skillsforcare.org.uk\)](#)
- [Code of Professional Practice for Social Care \(Wales\)](#)
[untitled \(socialcare.wales\)](#)
- [Teacher's Standards](#)
[Teachers' standards: overview \(publishing.service.gov.uk\)](#)
- [Professional standards of practice and behaviour for nurses, midwives and nursing associates](#)
[The Code \(nmc.org.uk\)](#)
- [CIPD Code of Conduct and Ethics \(for HR Professionals\)](#)
[cipd-code-of-conduct-and-ethics-v2_tcm18-112336.pdf](#)

If you have any questions about this code please speak with your line manager in the first instance. You can also contact a member of the HR Team at human.resources@macintyrecharity.org

MacIntyre's Code of Conduct

1. Promote MacIntyre's DNA and uphold its values through your practice

- Support people and work in a way that reflects MacIntyre's DNA
- Support people in a way that enables them to make their voices heard
- Support in a way that makes people feel safe and in control
- Support people in a person centred, warm and compassionate way
 - Be honest, respectful, fun, compassionate, kind
 - Work in a way that demonstrates great interactions
 - Support people to be involved in their local communities
- Attend work on time, fit for work, dressed appropriately for the work you do
 - See the Dress & Appearance Code at the end of this document. Check with your line manager what is required where you work.
 - Check with your line manager what you need to do to let them know if you are not well enough to work. Speak by telephone as soon as you can.

2. Be accountable by making sure you can answer for your actions or the things you don't do.

- Work to the best of your ability to carry out the tasks in your job description and uphold MacIntyre's Leadership Behaviour Charter
 - Read the other information you are given to help you do your job
 - Agree with your manager beforehand if doing other tasks or if delegating tasks to others
 - Keep good clear records as required for your role.
- Be honest with yourself and others about what you can and cannot do
 - Talk to your line manager if you do not feel able to carry out any part of your work, or if unsure how to competently deliver a task.
- Tell your manager about things that you or others have done (or have not done) if this puts somebody's health, safety or wellbeing at risk.
 - If you can't speak to your line manager, talk to their manager or the HR Team human.resources@macintyrecharity.org

3. Establish and keep professional boundaries

- Your relationships with everybody at work must be professional at all times
 - This means the people that draw on our support, their families and friends, work colleagues, other professionals and contractors involved with MacIntyre.
- Your verbal communications, facial expressions, body language and physical interactions must be professional and appropriate at all times
 - Abusive or poor practice, sexual harassment or harassment of any kind will not be tolerated
- You must never offer and you must never accept any offers of; loans, gifts, benefits or hospitality from work colleagues, anyone you support or anyone close to them. If asked to accept such things, talk to your line manager.
- Tell your line manager if you are involved with anything or anybody that might create a conflict of interest and take steps to ensure that the situation does not influence your professional practice, management or judgement. For example:
 - Work you do outside of MacIntyre
 - Personal or family relationships with people in or outside of work
 - Not directly managing family members or personal friends
- You must not interact with or "friend" the people who draw on our support, their relatives, visitors and representatives on social networking sites such as Facebook or Snapchat

4. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who draw on our support

- Always work to the best interests of the people that draw on our support, putting their needs first, promoting their independence and their right to make informed choices.
 - Remember, often you will be working in what is first and foremost a person's home.
- Be aware of any changes that may affect the health and wellbeing of a person supported and report any concerns to your line manager
- Challenge and report to your line manager any concerns you have about the way people are supported. Always take comments and complaints seriously, and let your line manager know about them straight away
 - If you can't speak to your line manager, talk to their manager or the Safeguarding & Compliance Team
compliance.regulators@macintyrecharity.org

5. Work together with colleagues, other professionals and people connected to MacIntyre, to ensure the delivery of high quality, safe and compassionate support.

- Understand and value what you and your colleagues contribute and the vital part you and your colleagues play in your team.
- Recognise and respect the roles and expertise of others, working with them openly and co-operatively.
 - This means the people that you work with in your team, your managers, other colleagues, other professionals,
 - It means being committed to co-production and involving people that draw on our support, their and others that are involved with MacIntyre.
- Honour your work commitments, agreements and arrangements and be reliable, dependable and trustworthy.
- Actively promote and encourage the delivery of high quality support

6. Communicate with people in a professional, open and effective way to promote health, safety and wellbeing

- Be professional in your communications with people that draw on our support, your colleagues and other people connected with MacIntyre.
- Ensure what you communicate is your responsibility to do so, that it is accurate and that you maintain confidentiality.
- Always communicate with the person supported to explain about their care, support or any procedure you are going to carry out and ensure they agree before you continue.
- Consult with your colleagues or manager as appropriate if you need advice or unsure about how to deal with a situation.
- Report any concerns you have about the health and wellbeing of a person supported (or a colleague) to your manager so they can supportively manage the situation.

7. Respect the right to confidentiality.

- Treat all information about people that draw on our support and their families as confidential.
- Respect the confidentiality of information about colleagues in the same way
- Only share information with those people that are allowed to receive it
 - If you are unsure, check with your manager first
- Report any concerns you have about confidentiality of information to your line manager (or their manager)
- You can find further information in MacIntyre's Confidentiality & Data Protection Policy and Good Practice Guidance on the intranet
 - You can also email data.protection@macintyrecharity.org

**8.
Keep your training
and professional
development up to
date to support high
standards of service
delivery**

- Own and take responsibility for your own learning and development
 - Keep your mandatory training up to date
 - Talk with your line manager if you need support to understand the training you need to do or if you need support to complete any training
 - Understand how your learning helps contribute to improving the quality and standard of support we provide
- Own and take responsibility for putting our learning into practice
 - Work with your line manager and colleagues to understand and learn agreed ways of working to be competent in your role
 - Reflect on what is going well with your manager and look for opportunities to get better
- Contribute to the learning and development of others as appropriate and as agreed with your line manager.
- Keep up to date with what's happening in MacIntyre, ensure you read notice boards, communication books and your work emails

**9.
Uphold and promote
equality, diversity
and inclusion.**

- Uphold, promote and celebrate MacIntyre's commitment to positively promoting equality, encouraging diversity and embracing inclusion among our workforce.
- Behave in a way that supports an inclusive and diverse environment, where everybody is free from harassment and bullying.
- Be respectful of others treating all with dignity and respect.
- Report any concerns you have to your line manager if you feel yourself or others may be being bullied or harassed – MacIntyre does not tolerate any form of harassment or discriminatory behaviour.
 - You can find further information in MacIntyre's Bullying & Harassment Policy and Good Practice Guidance available on the intranet

**10.
Speak up if you feel
things are not right.**

- Understand and promote MacIntyre's commitment to an open culture, which encourages people to raise concerns in the right way:
 - To protect the health safety and welfare of all our employees and the people that draw on our support
- Speak up straight away if you have concerns and talk with your line manager
 - Take responsibility for keeping people supported safe from harm and abuse.
 - Take responsibility for keeping colleagues safe and free from discrimination, bullying and harassment
- You can find further information in MacIntyre's Whistleblowing Policy and Good Practice Guidance, available on the intranet. You can also contact a member of the HR Team at human.resources@macintyrecharity.org

General Dress & Appearance Code

This code sets out MacIntyre's general approach to dress and appearance for workplace settings and for when working remotely. It is important that we all reflect professionalism and our culture in our appearance. This helps to positively promote MacIntyre, give confidence to the people that draw on our support as well as give confidence to all other people involved with MacIntyre.

We embrace the diversity of cultures and religions of our employees and take a sensitive approach when this affects dress and any uniform requirements. However, there may be specific circumstances (for example to protect the health, safety and security of people who draw on our support and our colleagues) where we have to have an entirely neutral environment. We expect equivalent standards of dress and appearance from all employees of any gender, regardless of how they identify, appropriate to the circumstances. If there are circumstances that make it difficult for you to follow our dress code (for example, if you have a disability or are experiencing certain menopausal symptoms), please let your line manager know so they can discuss how we can support you. Where employees are transitioning to live in the gender with which they identify, we will apply and adapt this policy sensitively and flexibly.

There are many different working environments within MacIntyre and some teams may therefore have different dress requirements specific to their workplaces. Such differences can be important to support health, safety and wellbeing.

It is therefore important that you check with your line manager if there are any additional requirements to the below for where you work, if you are unsure what is required or if you need your manager to consider appropriate support for your own circumstances.

Your line manager is responsible for ensuring the appropriate dress code/appearance and can require you to make changes, including returning home to change, if they are concerned about your appearance and/or dress. Time lost may be without pay if it is considered there is no good reason for not complying with this code. If you fail to comply with this code then this may result in disciplinary action being taken against you.

- You must be clean and presentable at work, wherever you are working or representing MacIntyre, including for example during virtual meetings or training via Teams or Zoom.
- You must wear practical smart/casual clothing that will enable you to carry out your role comfortably and safely, and should be aware that clothing could be damaged or dirtied during the course of the day.
- Your dress and appearance must take into account the nature and needs of the people you are supporting.
- There may be special occasions for people that draw on our support where you will be required to adopt a special dress code – your line manager will talk with you about this.
- You must wear any required PPE in accordance with current health and safety requirements.
- In many workplace settings, for health and safety reasons, it is not appropriate:
 - To have loose long hair (hair must be short or tied back)
 - To have long or false finger nails
 - To wear flip-flops or backless shoes and shoes must be secure to feet
 - To wear jewellery (other than wedding band type rings) - non-essential jewellery is worn at an employee's own risk
- Revealing or provocative clothing is unacceptable. The following are examples of, but not all, clothing/appearance that will be considered unacceptable:
 - Ripped or frayed clothes
 - Clothing that displays prominent logos/messages/symbols that could cause offence
 - Tattoos that could offend – you may be asked to cover these
 - Revealing or tight clothing as this may cause people who draw on our support or people we work with to feel uncomfortable. For example, but not limited to:
 - ~ Transparent or low cut clothing, micro skirts, short shorts
 - ~ Clothing that exposes too much skin including the midriff or other areas of the body that it would be considered reasonable by MacIntyre as to be normally covered during work time