

Hospiscare Code of Conduct For All

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*Working together to ensure you get the best
out of Hospiscare services*

Because every day matters
www.hospiscare.co.uk

Registered charity no: 297798



Hospiscare
Caring in the heart of Devon

At Hospiscare we want you to feel safe and welcome in our care.

This leaflet lets you know what you can expect from Hospiscare staff and volunteers. It also asks you to join us in making Hospiscare a safe and welcoming place to be.

We have expected standards and behaviours for our staff and volunteers at Hospiscare. Staff must adhere to professional codes of conduct, policies, procedures and ethics to ensure our patients and their families receive safe and effective care in a kind and welcoming way.

When our staff are with you they will be:

- **Constructive** – only do things which are helpful to you
- **Open** – be clear about what they can do and when there are limits to what they can do for you
- **Sensitive** – be thoughtful about the way they give you information
- **Honest** – be clear with you in communications, act fairly and will let you know if things do not go well
- **Responsive** – listen, respond and support you
- **Supportive** – give you support when you need it
- **Respectful** – treat you with respect and dignity
- **Private and confidential** – respect your personal information, only sharing with your permission or when

there is a clinical need. We are committed to working with you to safeguard you and your data.

To ensure we can provide the very best care, we ask that you join us in this approach and treat our staff in a respectful manner too.

In our Inpatient Ward and Day Hospices

- Please treat our staff and other patients with respect. If our staff feel that you or someone close to you may be causing a disturbance for staff or others, then you may be asked to leave and should adhere to this request.
- You, or someone visiting you, should not enter the building if under the influence of alcohol, illegal drugs or legal highs.
- We ask that you use your mobile phone with discretion and move to a quieter area or outside to make or receive calls.
- If you cannot keep an appointment, for example to see a doctor or have a planned discussion with a staff member, please let us know as soon as you can so your appointment can be offered to another patient.
- If you wish to take photographs of your friend or relative whilst in our inpatient settings, please discuss with a member of staff first. It is important to ask permission if you plan to post anything on social media.

- Smoking is strictly for patients only and they are fully risk assessed to ensure they are safe to do so. We have oxygen in use at Hospiscare - oxygen and smoking can be a lethal combination - that is why visitors are not permitted to smoke or vape within our inpatient or day hospice settings, including our grounds. It may be harmful to patients and dangerous for our premises. Visitors will be approached to be told not to smoke.
- Please do not enter any areas labelled as 'Staff Only'.
- Staff are informed by Hospiscare's management team to contact the police if any request to leave the premises is not followed, and they will do so if required.

In your home

When we visit you in your home, we ask that you:

- Provide a smoke free room while we are in your home
- Allow us to be with you on your own, or with the person who is important to you. This ensures complete confidentiality and privacy for yourself
- Move any pets to another room while we are with you
- Provide us with a clean space to enable us to provide care for you
- Do not film or record our time with you unless this has been agreed with us before we visit - we will also

respect this approach and expect the same from your friends and family

- Ensure that if someone is visiting you at the same time, they are not under the influence of alcohol, illegal drugs or legal highs
- Treat our staff with respect and do not be verbally or physically aggressive. If our staff feel uncertain about a situation or environment they will leave.

When we visit you in your home our staff will be respectful with their use of mobile phones and other electrical devices, i.e. tablets etc., which are used as a part of their daily work. Use of communication devices like this will be kept to a minimum when our staff are with you.

We sincerely hope that you can assist us in complying with our code of conduct to make Hospiscare a safe place to have the expert care you and your family and friends need.

Director of Care

Notes.

Hospiscare is a charity

If you live in Exeter, Mid or East Devon, Hospiscare is your local adult hospice charity. Should you or a loved one need care for any type of terminal illness, our professional team of doctors and nurses are here to help. If you would like to make a contribution towards the charity, please visit the website to donate www.hospiscare.co.uk or contact us on 01392 688020. A gift to Hospiscare in your Will helps to ensure the future of the charity in Devon for years to come.

Tell us about your experience of Hospiscare

Hospiscare welcomes feedback, compliments and complaints and we use them to develop our staff and services.

We know the majority of people have a positive experience, but encourage all your feedback, positive or negative. We investigate complaints thoroughly and treat them as an opportunity to learn and improve our practice.

To tell us about your experience of Hospiscare, please contact:

Director of Care

Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ

Phone: 01392 688000

Should you make a complaint, we will send you a letter or email with details of any investigation with an expected timescale where possible. If you wish to see a copy of Hospiscare's Complaints Policy, please ask. If you are dissatisfied with our response you can contact:

The Parliamentary and Health Service Ombudsman

Millbank Tower, Millbank, London SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Customer Helpline Tel: 0345 015 4033

Let us know if you would like the information in this leaflet in a different format; for example in large print or spoken word.

Hospiscare is registered by: Care Quality Commission, 151 Buckingham Palace Road, LONDON SW1W 9SZ www.cqc.org.uk

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Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ

Telephone: 01392 688000 Fax: 01392 495981

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