



Florence

Professional Standards of Dress Policy and Procedures (Northern Ireland)

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1. Introduction

First impressions transmit powerful messages. A well-dressed appearance tends to convey a higher level of knowledge; on the other hand, a dishevelled care professional may give the impression of being a disinterested, marginal performer.

Florence engages a diverse range of care professionals who undertake differing clinical and non-clinical activities. It is important that workwear chosen is appropriate to their role and this will naturally vary between the different roles, however a set of guiding principles are needed to ensure acceptable standards are met. It is important that professionals look professional, are identifiable, and wear clothes that are comfortable and safe for the work area.

2. Policy Statement

The purpose of this policy is to define the principles that need to be followed; to present a professional standard of dress at work. This relates to all Florence care professionals, and self-employed contractors who themselves are responsible for complying with professional standards of dress.

3. Scope

Personal Presentation Code

- This policy applies to all care professionals who work with Florence, including self-employed contractors and care professionals.

Uniform Code

- It is essential that an appropriate uniform is worn, that it fits correctly and allows for free and proper movement. The uniform code is outlined in section 6 of this policy.

4. Definitions, Roles and Responsibilities

CEO (Chief Executive Officer) The CEO is ultimately responsible for the overall management and direction of the company. The CEO has the ultimate



responsibility for setting the tone and culture for the organisation, ensuring that all employees understand the policy's importance, and overseeing its implementation.

Central Team - All direct employees of Florence that are not care professionals working through the Florence platform

Care Professionals - Anyone on the Florence platform that carries out work on behalf of Florence in other organisations, for example registered nurses and care assistants.

Client - an organisation or service that utilises Florence's services, for example, a care home, a hospital or domiciliary care provider.

Employees - everyone employed by Florence directly and indirectly, including care professionals using the platform and the central team.

Regulation and Quality Improvement Authority (RQIA) - is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

Registered Manager is responsible for ensuring that this policy meets the needs of regulators in Northern Ireland.

Service User - a person who uses health and/or social care services. Sometimes known as a "patient", "client" or "person in care".

5. General Principles

The following principles are important in ensuring a suitable personal presentation code is in place:

- Present a smart and professional image to service users and the public in order to demonstrate a high standard of personal care and give confidence in the organisation as a whole.
- All health and safety requirements of the work environment, identified through the risk assessment process, are met
- Safety and comfort
- Adherence to standards of decency



6. Personal Presentation Code

It is the aim of Florence to ensure that all individuals associated with the organisation present a professional image to the public at all times. Individuals should present themselves professionally at all times in both dress and manner and should adhere to the following:

- Clothing / workwear should be in a clean state and be free of body / environmental odours.
- Perfumes, body sprays and after shaves whilst pleasant should not be so intense as to cause offence or sensitivity to residents or relatives.
- Makeup, if worn, should be limited and not detract from a professional appearance.
- Shoes should be well fitting, allow for functional movement and be appropriate to the work area with due regard for any work based risk assessments.
- In the clinical environment, care professionals should refer to the local policy in respect of visible body piercings and tattoos.
- The company acknowledges that clothing for religious purposes may be worn in the workplace. The final decision as to the appropriateness of such clothing rests at the discretion of the client

7. Uniform Code

Uniform is usually required when working in the clinical environment. Where a uniform is required, the following should be observed:

- Agreed workwear, where supplied by an individual, should be in line with this code at all times. For any care professionals who are provided a uniform by Florence, they are expected to wear it.
- Uniforms should be replaced as soon as they become worn, damaged, discoloured or soiled or when a more suitable size is required.
- The standard clinical uniform worn is tunic and trousers.
- Any professional is required to comply with the Hygiene Code, which is statutory guidance and requires the arms of individuals having clinical contact to be 'bare below the elbow'. In order to facilitate hand washing,



watches should not be worn and all jewellery other than a plain (non-stoned) band, must be removed.

- When reporting for duty, care professionals must wear a clean uniform which is smart in appearance. Uniforms should be changed after every shift for cross infection purposes and immediately if visibly stained where possible.
- It is recognised that occasionally the wearing of uniform may not be appropriate. The local policy of that service should be followed in these circumstances.
- In the interests of a professional image, if there are no changing facilities provided by the client, care must be taken to cover the uniform whilst travelling to and from the place of work, and the care professional must go straight home at the end of their assignment. Uniforms should never be worn when shopping or undertaking domestic duties other than those required at work.
- In the clinical environment, hair should be tied back or plainly clipped and should not come into contact with clothing.
- Nails should be short and clean. False nails and nail varnish are prohibited in the clinical environment.
- In the clinical environment; shoes should be appropriate for the uniform with a closed toe and no more than a small heel. Florence acknowledges that where a risk assessment identifies the need for safety footwear e.g. in a kitchen, that safety footwear should be worn by the individual.
- Necklaces if worn with a uniform should be non-visible and should only be worn if they do not interfere with clinical activities or pose a threat to the wearer in conflict situations.
- Stud earrings only are permitted in the clinical environment. Large earrings will pose a personal safety hazard to individuals and should not be worn.

8. Identification Badges

Whilst at work, an identification badge should be worn and visible at all times. There may however be exceptions to this e.g. in the interests of the care professional's safety. Badges should show a picture with likeness to the care professional, their full name, their role and PIN number, if applicable.



9. Compliance

All individuals are personally responsible for their compliance with this policy and in seeking to promote a professional image it is expected they will comply without recourse to formal management. In the case of non-compliance an escalation process will be followed to include:

Stage 1 – The client will raise the issue with the Customer Care Team, who will then speak privately and supportively to the individual and ask them to comply. If the individual raises a specific need for modification to the policy they should apply to the Registered Manager stating the reasons, the request will be responded to within two weeks.

Stage 2 – If compliance with the policy is not achieved, the Registered Manager will speak formally to the individual and record this on their online profile.

Stage 3 – In cases of further non-compliance the individual may be notified in writing of their non-compliance.

Stage 4 – In cases of further non-compliance formal management will commence in accordance with the Florence Disciplinary Policy, this may ultimately result in suspension or removal from the online platform. As per Florence terms and conditions and care professional agreements we reserve the right to suspend any individual from the platform

10. Control of Infection Guidance

It is likely that there could be some degree of contamination, even on clothing which is not visibly soiled and as a result individuals should ensure that they change uniform after every shift.

When leaving the clinical environment at the end of a shift, if no changing facilities are provided by the client, the uniform should be appropriately covered and the care professional should go straight home and not carry out any domestic duties. If changing facilities are provided, these must be utilised and the care professional should change out of their uniforms to travel home.



The use of PPE (personal protective equipment) including aprons and gloves should be worn in line with Florence Infection Prevention and Control Policy and Procedures, the client's local policy and within published best practice guidelines.

When laundering their uniform at home individuals should be aware that:

- Washing with detergents at 30 degrees C will remove most gram-positive microorganisms, including all methicillin-resistant Staphylococcus aureus (MRSA).
- A 10-minute wash at 60 degrees C is sufficient to remove almost all microorganisms including Clostridium difficile spores

For guidance on transporting and laundering uniforms during an infection outbreak, please refer to Florence's Infection Prevention and Control Policies and Procedures.

11. Monitoring and Compliance

The policy will be reviewed after one year and thereafter every 3 years by the Governance Team, or earlier if there are any changes in the legislation, registration requirements or Company policy.

12. Related Policies and Procedures

- Equality and Diversity Policy and Procedures
- Infection Prevention and Control Policy and Procedures

13. References and Further Guidance

- What Contributes to Professionalism? LaSala & Nelson 2005
- Professional Communication Skills for Nurses, Arnold & Boggs 2004
- Becoming Influential; A Guide for Nurses, Sullivan 2004
- Uniforms and Workwear: Guidance on uniform and workwear policies for NHS employers, Department of Health (2010)



14. Version History/Review of Changes

Date	Reviewed changes
02/09/24	Registered manager name change



15. Appendix 1 – Policy Summary

Things you should know:

- Whilst an individual's perceptions should be based on what a person knows rather than how he or she looks, most people form an opinion about another person when they first meet and it often relates to the other person's appearance.
- To ensure resident safety any clinical professional should adhere to the professional requirements of uniform as outlined above.
- There is a 4-stage compliance process associated with this policy as outlined above.
- Workwear is associated with adherence to safe clinical practice, Health and Safety Regulations and Infection Prevention and Control.

Things you should do:

- All care professionals associated with Florence should dress and present themselves in a manner which will encourage public trust and confidence.
- All care professionals familiarise themselves with the expectations of the client dress policy in respect of professional standards of dress.
- Care professionals are required to comply with the Hygiene Code, which is statutory guidance and requires the arms of anyone having resident or patient contact to be 'bare below the elbow'.
- In order to facilitate effective hand washing and resident/patient safety, wrist watches should not be worn in the clinical area and all jewellery other than a plain (non-stoned) ring where appropriate, must not be worn.
- Care professionals must report for duty wearing a clean uniform which is smart in appearance. Uniforms should be changed after every shift and immediately changed where possible if visibly stained. Guidance on safe and effective laundering should be followed.

