

Title

Security Structures & Procedures

Reference Number: RDF2297-24

Date of Response: 14/03/24

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

- 1) *There are security personnel present on the RDUH sites. I require a copy of their governance structure, confirmation if they are directly employed by the Trust or are a private firm or other organisation.*

For Eastern Services in the main acute the security team are in-house and directly employed by the Trust.



Northern Service Answer: Security staff are present at the NDDH acute site. They are provided under contract by Sodexo. The Deputy Head of Facilities, Northern Services oversees the Sodexo contract. Within the Sodexo management structure, the security officers report to the Support Services Operations Manager who in turn reports to the Business Director, Sodexo. Operational support to security officers is provided by RDUH H&S Manager & Violence Prevention Reduction Lead.

- 2) *I require any policies or procedures regarding the conduct of the security personnel and their accountability.*

Northern Service:

The Sodexo Security officers are Security Industry Authority (SIA) licensed and adhere to the SIA Code of Conduct and professional

standards expected under their registration and licensing. The Security officers will also adhere to Sodexo HR Policy & standards of conduct.

The SIA draft code of conduct will apply to Northern services only because the Trust has commissioned an agency to provide the security service for that site.

Eastern Service:

Eastern services have directly employed their own security team and are not required to hold an SIA license as we are a non-profit organization.

However, for Eastern Services and Trust wide, our Charter sets out the expectations, requirements and behaviours that apply to each and every one of us whilst at work and is intended for all staff. Please see attached.

See also attached RDUH code of conduct policy which is applicable to all Trust staff.

3) I require the name of the head of the security organisation.

Trust Answer The disclosure of staff names would breach the first data protection principle and fail to meet any of the relevant conditions set out in Schedule 2 of the Data Protection Act (DPA) 2018. The first principle in the DPA requires that disclosure must be fair and lawful, and, in particular, personal data shall not be processed unless at least one of the conditions in Schedule 2 is satisfied.

The staff concerned would not have expected their names to be disclosed in the public domain and so disclosure would not be 'fair' in the manner contemplated by the DPA. Furthermore, disclosure would not satisfy any of the conditions for data processing set out in Schedule 2 of the DPA. In particular, we do not consider that there is a legitimate interest in disclosure in this case. There is no public interest in making information about our staff available in this way contrary to what would have been their legitimate expectation at the time the information was gathered.

Hannah Foster is the Chief People Officer and is the lead for security and is the named director with NHS England having accountability at executive level for violence prevention reduction.

Code of Conduct for SIA licence holders and licence applicants

Introduction

The following Code of Conduct contains the standards of conduct and behaviour that Security Industry Authority (SIA) licence holders must uphold. SIA licence holders, and applicants for SIA licences, must act in line with this Code of Conduct. The values and principles set out in the Code of Conduct can be applied in a range of different settings, but they are not negotiable or discretionary.

A person must be fit and proper if they want to hold an SIA licence. This is because the people who hold SIA licences are in positions of responsibility. They are entrusted to protect people, property, and premises. A commitment to certain standards of behaviour is fundamental to what it means to be fit and proper, and to being part of a profession. The SIA can take action if those people on its register of licence holders fail to uphold the Code of Conduct. In serious cases, this may result in a criminal prosecution.

The majority of licence holders act in a fit and proper way by upholding the standards of behaviour that the SIA, their employers and the public expect of them. Their professionalism and dedication keeps the public safe and tackles crime.

Those licence holders who behave in ways that are different from those set out in the Code of Conduct can lower the standard of service the public receives, harm public safety, and bring themselves and the rest of the private security industry into disrepute.

The Code of Conduct provides a clear, consistent and positive message to service users, businesses, colleagues and employers about what they can expect of those who protect people, property or premises.

The SIA has written the Code of Conduct to help you understand these standards. The Code of Conduct is based around the behaviours that the SIA expects licence holders, and applicants for licences, to meet. These behaviours are summarised in The Six Commitments.

The Six Commitments

- 1. Act with honesty and integrity**
- 2. Be trustworthy**
- 3. Protect the people and property you are entrusted to protect**
- 4. Be professional at work**
- 5. Act with fairness and impartiality at work**
- 6. Be accountable for your decisions and actions**

Licence holders must follow the Code of Conduct. This is because it is licensing criteria made under section 7 of the Private Security Industry Act 2001 (PSIA). The Code of Conduct applies to all licensed security operatives - both front line and non-front line licence holders. A small number of additional requirements apply to the “controlling minds” of private security providers (e.g. directors). These additional requirements (and a definition of “controlling minds”) are at the end of the Code of Conduct.

A licence holder who does not behave in the ways set out in the Code of Conduct may have their licence suspended and/or revoked.

Someone who is applying for an SIA licence must also behave in the way set out in the Code of Conduct in order to be granted a licence. If the SIA finds out that they have not behaved in this way, then their licence application may be refused.

The SIA will write to a licence holder if it finds out that they have breached the Code of Conduct. In this letter, it will explain why it believes they have breached the Code of Conduct. Unless their licence has been suspended, they will then be given 21 days to respond with any information. The SIA will give any information the licence holder sends them due consideration, and will write to the licence holder to inform them of its decision.

If the SIA does revoke or suspend a licence, or refuse an application, the person concerned will have 21 days in which to use their right of appeal to a Magistrates’ Court or a Sheriffs’ Court.

These processes are set out in more detail in the Suspending a Licence, Refusing a Licence, and the Revoking a Licence chapters of Get Licensed - https://www.sia.homeoffice.gov.uk/Documents/licensing/sia_get_licensed.pdf.

The Code of Conduct has been written by the SIA. The SIA is the regulator of the private security industry in the UK. It is an independent body reporting to the Home Secretary.

The PSIA requires people to hold an SIA licence in order to do particular activities in the private security industry. It is the legal responsibility of the SIA to ensure that only “fit and proper” people hold an SIA licence.

The SIA publishes the criteria it uses to decide whether someone is fit and proper to hold a licence in the document Get Licensed. These criteria set out what is needed to be granted a licence, when the SIA will suspend and/or revoke a licence, and how the SIA considers criminal convictions. Get Licensed also includes licence conditions – the things that someone must do when they hold a licence.

Thoroughly reading Get Licensed is necessary for understanding what the SIA considers when it decides if someone is a fit and proper person to hold a licence.

If a licence holder believes that they have been asked to do something which breaches the Code of Conduct and do not know what to do, then they may want to seek advice from a solicitor, or Protect (an independent charity) on 020 3117 2520 or www.pcaw.org.uk.

This introduction is not part of the Code of Conduct.

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The Code of Conduct

1) Act with honesty and integrity

This includes (but is not limited to):

- a. being honest with your employer, clients, and members of the public.
- b. not asking for, taking, or offering bribes;
- c. avoiding placing yourself under any obligation to other people who might try to influence your decisions and/or actions;
- d. not conspiring with someone to breach this Code of Conduct, or helping someone to breach this Code of Conduct;
- e. not victimising someone who raises concerns about a possible breach of this Code of Conduct and/or suspected illegality; and
- f. not knowingly associating with a member of an organised crime group.

Examples of meeting this commitment -

- *A door supervisor is offered football tickets if they let someone into an exclusive nightclub, and refuses the offer.*
- *A public space surveillance (CCTV) operator tells their employer that yesterday they were convicted of common assault following an argument over a parking space that got out of hand.*

Examples of not meeting this commitment –

- *A security guard's colleagues begin bullying her after she reports to managers that one of her colleagues has been secretly carrying an extendable baton when on duty.*
- *A door supervisor accepts cash for a drink when allowing someone to enter a licensed premise where they are deployed to control entry.*

2) Be trustworthy

This includes (but is not limited to):

- a. respecting and protecting confidential information (except where this is contrary to the lawful instructions of your employer, a government body, a court, or this Code of Conduct);

- b. not unlawfully or unreasonably seizing someone else's property;
- c. not intentionally, or through gross negligence, damaging or losing the property of a client or member of the public;
- d. not carrying or using any item which is a weapon, or which the SIA might reasonably think you may use as a weapon;
- e. not exploiting other people for your personal gain or satisfaction; and
- f. not acting in an inappropriate, unsafe or sexually predatory way towards someone who is vulnerable, or may be vulnerable, to an abuse of trust or power.

Examples of meeting this commitment –

- *A cash and valuables in transit operative is at a house party. A friend asks her which businesses she collects the most money from, and how many millions it is. The operative changes the subject.*
- *A young woman leaves a nightclub by herself, under the influence of alcohol, and is unable to make her own way home. A male door supervisor says to a colleague that he can drive her home as he is about to finish work. His colleague replies that people might get the wrong idea if he does this. Instead, they work with a street pastor to arrange for the woman to be taken home in a licensed taxi.*

Examples of not meeting this commitment –

- *The SIA has suspended and revoked licences where licence holders have suggested, or engaged, in sexual activity with the customers of a licensed premise where they were deployed. This has been where the incidents have taken place within the premises or somewhere else shortly after their shift has finished.*
- *The SIA has suspended and revoked licences where licence holders have suggested or engaged in sexual activity with the residents of accommodation that they were guarding.*
- *Someone is using their mobile phone to film the actions of a security guard. The security guard responds by grabbing their mobile phone and throwing it to the ground.*

3) Protect the people and property you are entrusted to protect

This includes (but is not limited to):

- a. taking all reasonable steps to prevent and reduce crime;
- b. taking all reasonable steps to eliminate, or minimise, any risk of harm to a client and their property (this includes complying with the Health and Safety at Work, etc. Act 1974, and associated Regulations, Guidance and Approved Codes of Practice);
- c. not endangering people or property by being reckless;
- d. promptly taking all reasonable steps to help people who are in danger, hurt, or are vulnerable;
- e. reporting incidents to the appropriate emergency services as soon as possible; and
- f. only using force that is reasonable, proportionate and allowed by law.

Examples of meeting this commitment -

- *A security guard working in a business district sees a member of the public fall down some stairs. They quickly go over to offer help. Then they phone an ambulance and provide first aid until it arrives. After the person has left in the ambulance, the security guard phones his manager to tell them what happened.*
- *A security guard at a government building sees a man watching the entrance. This man then slowly walks around the outside of the building, stopping occasionally to take photographs. The security guard approaches the man and talks to him about the purpose of his visit. They then report what has happened to their control room.*

Examples of not meeting this commitment –

- *A door supervisor pushes someone down a set of steps when carrying out an ejection from a nightclub, when no-one was in danger from the person at the time, and there were other door supervisors close by and able to assist.*
- *A security guard rugby tackles a shoplifter to the ground as they try to leave a supermarket, and then restrains them face down on the ground while he waits for the police to arrive.*

4) Be professional at work

This includes (but is not limited to):

- a. not being under the influence of alcohol or illegal drugs; and
- b. acting with self-control.

An example of meeting this commitment -

- *A woman begins swearing at two door supervisors after they ask her to leave a pub. The door supervisors politely ask her to leave and talk with her to calm her down.*

An example of not meeting this commitment –

- *A security guard smokes marijuana before starting night duty and driving a marked security vehicle.*
- *During an afternoon, a door supervisor drinks several shots of alcohol before starting an evening shift.*

5) Act with fairness and impartiality at work

This includes (but is not limited to):

- a. not allowing your personal feelings, prejudices, hatreds, friendships or family ties to influence your actions and/or decisions;
- b. not unlawfully discriminating on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and/or sexual orientation; and
- c. not being abusive, harassing, offensive, or bullying towards others.

Examples of meeting this commitment -

- *A door supervisor is asked by an old friend to allow him entry to a venue that he knows his friend is banned from entering. The door supervisor politely refuses.*
- *The door supervisors at a nightclub are told by the club's new manager that they are not to allow into the club people who use wheelchairs because "they're a fire hazard" and men from particular ethnic groups because "they cause trouble." They tell the club's manager that they cannot do this.*

Examples of not meeting this commitment –

- *An over-excited fan approaches a celebrity while they are having a private dinner. The close protection operative guarding the celebrity blocks the fan's way, stands close to them, and threatens them with violence if they do not leave at once.*
- *A door supervisor's ex-girlfriend is a customer at the venue where the door supervisor is deployed. The door supervisor sees a man talking to his ex-girlfriend, and threatens them with violence if they do not stop speaking to her.*

6) Be accountable for your decisions and actions

This includes (but is not limited to):

- a. giving written and oral statements to your employer, the police or other law enforcement body, the SIA, and/or a court that are full, accurate and without bias or prejudice;
- b. not destroying or tampering with evidence; and
- c. cooperating with the SIA, police and other law enforcement bodies.

Examples of meeting this requirement -

- *A public space surveillance (CCTV) operator is called to give evidence in court because they witnessed an assault. They describe everything that they saw.*
- *During visits to licensed premises in a town, an SIA team finds someone working with a counterfeit licence. The door supervisors who work with this person, and the owner of the security company, fully and truthfully answer all the questions the SIA ask them.*

Examples of not meeting this requirement –

- *The police carry out an investigation, but are not able to take any further action following an alleged sexual assault by a door supervisor within a licensed premise. The SIA ask the door supervisor to provide a full account of the events that led to the Police investigation. The door supervisor responds by stating that they do not need to tell the SIA anything as the police are not taking any action.*
- *A door supervisor witnesses another door supervisor punch someone to the head. This causing them to lose consciousness and fall heavily to the floor. The door supervisor who witnessed this does not record what they saw in the venue's incident book, and, when questioned by the Police, claim that they did not see what caused the person to fall to the ground.*

Additional requirements for controlling minds (e.g. directors)

The controlling minds of a private security service provider are every:

- *director and shadow director¹;*
- *director and shadow director of any holding or parent company/ies above the private security business in the chain of command in a company's organisational structure, regardless of where the holding or parent company is incorporated;*
- *director and shadow director of any subsidiary company/ies sitting directly between a holding or parent company and a private security business in the chain of command in a company's organisational structure;*
- *partner, where the private security service provider is a partnership; and*

¹ Section 251 of the Companies Act 2006 defines a shadow director as a person in accordance with whose directions or instructions the directors of a company are accustomed to act.

- *member of the body corporate, where the private security service provider is a body corporate whose affairs are managed by its members.*

Licence holders and applicants who are controlling minds must follow the Code of Conduct set out above. They must also follow the additional requirements below.

1) Act with honesty and integrity

This includes (but is not limited to):

- g. ensuring that the licence holders you deploy are fully informed of this Code of Conduct, and know how to comply with it;
- h. deploying individuals who are appropriately licensed, trained, briefed, and equipped to effectively and safely fulfil their duties;
- i. not asking any licence holder to do something illegal and/or which does not comply with this Code of Conduct;
- j. not “phoenixing” a company (“phoenixing” involves closing an insolvent company, and then carrying on substantially the same business using a new company);
- k. not allowing yourself, or the business you control, to be used as a front for an organised crime group and/or any criminal activity; and
- l. not representing conflicting or competing interests without the express consent of those concerned, and only after all the relevant facts have been fully disclosed to all the interested parties.

Examples of how to meet this commitment -

- *The Code of Conduct is part of the induction training given to all new employees during their first week on the job.*
- *The director of a business with Approved Contractor Scheme accreditation is asked to bid for a public sector contract on behalf of another business, but to keep that business's involvement secret. The director refuses and tells the SIA.*

Examples of how not to meet this commitment –

- *After a private security firm is declared insolvent, its owner sets up a new company with a similar name, the same employees, and the same offices. The new company then begin providing security services to the insolvent firm's clients as if nothing has changed.*
- *The director of a private security company purchases labour provision to fulfil one of their contracts at significantly below market rate. They also fail to carry out due diligence on whether the operatives are being paid the National Minimum Wage, have the correct employment status, and that there is no VAT fraud or other sort of tax evasion.*

3) Protect the people and property you are entrusted to protect

This includes (but is not limited to):

- g. doing all necessary risk assessments thoroughly and diligently;
- h. taking all necessary action to ensure that the business complies with the Health and Safety at Work, etc. Act 1974 (and associated Regulations, Guidance and Approved Codes of Practice), and that reports of risks to health and safety are quickly and appropriately acted upon; and

- i. taking all reasonable steps to ensure that you meet legal requirements that aim to tackle modern slavery.

An example of how to meet this requirement –

- *In planning for a new deployment at a building site, a director realises that they will need to use a sub-contractor to fulfil the contract at weekends. There is only one company with available security guards, and they have not worked with them before. The director therefore conducts checks on the company to ensure that it meets legal requirements.*

An example of how not to meet this requirement –

- *A private security firm deploys a man at a disused office building to prevent theft and damage to the site. The firm forces the man to stay at the building around the clock, only allowing him to leave once a day to search for water and food. He is paid less than the National Minimum Wage.*

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Our Charter

Our Charter sets out the expectations, requirements and behaviours that apply to each and every one of us whilst at work

Our patients and our colleagues are at the heart of our organisation, and we must all, (irrespective of our profession, roles or seniority), ensure that we remain respectful of everyone at all times.

Adhering to these principles and expectations will help provide patients with the best possible care and create a positive and welcoming work environment for staff.

We will all lead by example and actively support and guide colleagues to help them to fulfil their role to the highest possible standards, and so we should behave in

this way at every opportunity.

In addition to reading and following the principles in this document, we will all adhere to our Employee Handbook, policies, codes of practice, regulations, standards and laws at all times.

We will all always keep in mind our overarching principles of professionalism, honesty and respect to all staff, patients and visitors.

If you are aligned to a professional body, we will continue to act in a way that reflects their code(s) of practice.



Royal Devon
University Healthcare
NHS Foundation Trust



We are Compassionate



We are Inclusive



We act with Integrity



We are Empowered

Working together

When things don't go to plan

We are committed to promoting a 'just and learning' culture. This means that instead of seeking blame when things go wrong, we aim to look for what went right, what went wrong and how we can all improve.

- We all have a shared duty to promote a just and learning approach in our work. We recognise that mistakes will happen, but we will speak up when they occur, ask for support and share our learnings about what went wrong.
- If we see or hear actions or behaviours that are contrary to Our Charter, we will report these to help create a just and learning culture.
- Where appropriate, we will seek a restorative and informal approach which aligns to the [NHS' just culture guide](#) and is supported by local policies and guidance.



Keeping safe whilst at work

To help maintain a safe working environment we will all:

- observe safe working and security practices, report risks, use equipment safely, attend appropriate training and make reasonable attempts to minimise accidents.
- raise, and where appropriate, report concerns through our safety system ([Datix](#)) if we see something unsafe.
- know and follow the [Trust's Safeguarding Policies](#) and ensure that concerns are escalated sensitively, appropriately and promptly.
- be open and honest with patients and carers when things go wrong, supporting them to be partners in our Patient Safety processes, finding ways to resolve concerns together.

Providing quality care

To carry out your role, you need the appropriate skills.

We will all:

- learn from incidents, mistakes and good practice.
- listen, guide and support colleagues, if a colleague is struggling in their role, offer support or if necessary, voice concerns appropriately to a senior colleague.
- actively seek opportunities to design services in collaboration with our communities we serve and make decisions in partnership.
- be proactive in seeking support and training from the organisation to complete our roles and identify and engage with areas we feel require strengthening and developing.

Health and wellbeing

The Trust recognises the importance and its duty to protect your [health and wellbeing](#) and has policies and support mechanisms for you. It's also important that you look after your own wellbeing as much as possible and understand that help is available if you're struggling with your physical or mental health.

Honesty and openness

Integrity and declarations of interest

- You should seek to recognise, and when found, always report errors, abuses of position and dishonesty in the workplace.
- When personal interests conflict with your NHS role you should disclose these as soon as possible.
- Avoid putting yourself or colleagues in compromising situations, including being cautious when offered gifts or sponsorship.
- As a publicly funded organisation, we must ensure that our resources and facilities are used transparently and responsibly.

[Counter fraud, bribery and corruption policy](#)

[Standards of business conduct policy](#)

Other employment

- If you have other forms of work or employment, you should declare them at the earliest opportunity.
- You must not complete any other forms of work or employment during hours of contractual obligation to the Trust unless you have been granted permission to do so.

Please review the [Health and Wellbeing Guide](#) and [working time regulations](#)

Confidentiality and communication

Data and privacy

We all have a responsibility to:

- keep confidential information secure and ensure records are up to date and accurate.
- only access records where there is a reasonable reason to do so.
- not access your own personal medical records and those of family members, friends and colleagues.
- only share information with third parties where appropriate.

[Information governance policy](#)

Our shared responsibilities

Maintaining a positive reputation is essential for the Trust and reflects upon all of us. We have a shared responsibility toward our Trust, our colleagues, our patients and our community to:

- raise legitimate concerns when you need to but avoid unjustified actions that may reflect poorly on the Trust's reputation.
- be mindful of the Trust's values and reputation when using internet and social media.
- each take responsibility for appropriately using Trust facilities, property and equipment.

Respect at work

At all times we will demonstrate the principles of honesty, dignity and equality.

We will all:

- create and maintain an environment in which everyone feels valued and respected and is treated with compassion.
- speak up and report if we see or hear the above standards not being followed examples of this include, but are not limited to violence, aggression, bullying or challenging behaviour.
- address concerns sensitively, professionally and appropriately.

[Violence and aggression policy](#)



Living our values in our approach

Doing what is right

Mistakes and incidents do happen. Rather than apportioning blame when things go wrong, where appropriate, we prefer to learn from them and take steps to improve the way things are done.

We will all:

- help to create an environment where the truth can be heard and the reporting of excellence and errors is encouraged to facilitate learning.
- learn from mistakes and near misses and ask for support where necessary.
- challenge poor practice and behaviour in a constructive, compassionate and empathetic way.
- avoid criticising or disagreeing with colleagues in front of patients or any other inappropriate situation.
- encourage colleagues to speak up, share their views, ideas, hopes and fears.
- be supportive of change and welcome new ideas.



How to report concerns

As a Trust we understand that not all scenarios will be covered by Our Charter and so we will need to apply our own judgement when handling situations and making decisions.

If you're concerned that someone's actions are not in line with Our Charter or you need advice on an issue you can get help from:

- the Employee Handbook or Trust Policies
- your line manager and immediate team members
- the HR Helpdesk, the Employee Support and Resolution Teams
- your Trade Union Representative or Professional Body
- our Freedom to Speak Up Guardians
- the Occupational Health, Employee Assistance Programme, Chaplaincy and other wellbeing services
- staff networks e.g. the Ethnic Minority Network, LGBTQ+ Network, Carers Network, Disability Network etc.

We listen and take action

There may be some instances where we do need to move beyond a restorative approach to review an individual's actions or behaviours under a formal process.

Where an individual has not acted or behaved in line with our Charter, we will investigate and consider formal action – this may include sanctions up to and including summary dismissal.

Examples of unaccepted behaviours can be found in the Trust's [disciplinary and appeals policy](#).

Not sure about making the right decision?
Consider...



If a breach has taken place, if possible log on Datix or confidentially report to our [Freedom to Speak Up Guardians](#)

For legal or safety concerns refer to the [whistleblowing policy](#)

Code of conduct

for staff, volunteers, patients, carers
and visitors

Working with us to get the best out of your health and social care

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01392 402093 or at rduh.pals-eastern@nhs.net (for Mid Devon, East Devon and Exeter services) or on 01271 314090 or at rduh.pals-northern@nhs.net (for North Devon services)

The following information has been prepared to explain the codes of conduct that are expected of all Royal Devon University Healthcare NHS Foundation Trust staff.

What is a code of conduct?

Our staff must adhere to Trust policies, procedures, professional codes of conduct, performance and ethics which outline expected standards and behaviour.

Our values guide everything we do:

- ✓ We are compassionate
- ✓ We act with integrity
- ✓ We are inclusive
- ✓ We empower people



We will only do things that are helpful to you, be clear in any limitations of care and be sensitive on how information is provided to you.

We will respect confidentially and personal information, only sharing information with consent or when there is a clinical need.

We are committed to working with you in partnership regarding your care and treatment.

As a Trust, we are very proud of the diverse and highly skilled workforce we employ. We ask you to welcome all of our staff and volunteers, regardless of their ethnicity, gender, religion or sexuality, and treat them all with the same respect.

In your home

When we visit you in your home we will aim to be prompt for appointments and endeavour to let you know if we are going to be late.

Our staff will be respectful in the use of mobile devices, tablets or laptops, which are used as part of their daily work and necessary for remote access of medical records which will help staff provide you with the right care.

Mobile phone use will be kept to a minimum when our staff are with you.

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

- ✓ Follow reasonable requests concerning infection prevention and control requirements to reduce the risk of transmission of a communicable disease.

- ✓ Provide a smoke and vape free room while we are in your home.



- ✓ Allow us to be with you on your own, or with one close family member, carer, friend, advocate or chaperone present. This ensures complete confidentiality and privacy.



- ✓ Move any pets to another room while we are with you.

- ✓ Work with us to ensure enough clear space is provided for your care and treatments. The health and wellbeing of you and our staff may be at risk in unhygienic, unsuitable or unsafe environments. Staff may leave if their immediate safety is at risk.

- ✓ Avoid where possible extremes of background noise, lighting or temperature.

- ✓ Tell us if you plan to film or record our time with you, unless you feel you have a good reason not to. If you do film or record our visits, please respect our staff's privacy by only sharing any recordings with those who need to see them.



- ✓ Are not under the influence of alcohol, illegal drugs or legal highs.



- ✓ Treat our staff with respect and please do not be verbally or physically aggressive. If our staff feel threatened they will leave.

- ✓ Any firearms or weapons are to be put away or locked in a secure cabinet in accordance with relevant legal requirements.

If you have any questions or comments, please do speak to the clinical staff visiting you.

In hospitals and clinics

If you cannot keep an appointment, please let us know as soon as you can. When you visit us in our hospitals and clinics:

- ✓ Treat others respectfully. Staff have the right to work free from harassment, bullying or violence. Abusive or violent behaviour could result in access to NHS services being refused.
- ✓ You should treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.
- ✓ Do not look at other people's notes without their permission. This also applies to your visitors looking at your personal notes without your permission.
- ✓ Mobile phones can be used in public and communal areas to make calls but are not always allowed on wards or clinical areas as they could affect medical equipment or disturb those who require rest. Please switch off all mobile phones and ask staff when and where you are permitted to use them.
- ✓ If you wish to film, record, take photos or video call, please discuss this with us and gain consent so that we can protect the privacy and dignity of staff, other patients and their visitors.
- ✓ Smoking, vaping or the consumption of alcohol is not allowed anywhere on our sites, grounds or car parks.

Your visitors and relatives must:

- ✓ Avoid coming into the hospital if they are ill with a stomach upset, heavy cold, flu or other infectious condition. This avoids passing it on to vulnerable patients and our staff.
- ✓ Comply with reasonable requests concerning infection prevention and control requirements to reduce the risk of transmission of a communicable disease.
- ✓ Follow any requirements, precautions or visiting restrictions which may be current and adhere to any local, regional or national requirements as stipulated by government and associated agencies responsible for the protection of public health.

Hate crime is unacceptable

As an employer, we find it unacceptable for our staff, volunteers, patients or visitors to the Trust to be mistreated in any way, but in particular because of their protected characteristics. These include disability, religion, race, sexual orientation or gender identity.

The Trust does not condone any incidents of hate crime and strongly encourages all staff to report these to the Trust and the Police. We are committed to addressing unacceptable behaviour and taking action where appropriate.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact:

PALS Mid Devon, East Devon and Exeter

- call 01392 402093 or email rduh.pals-eastern@nhs.net. You can also visit the PALS and Information Centre in person at the Royal Devon and Exeter Hospital in Wonford, Exeter.

PALS North Devon

- call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at the North Devon District Hospital in Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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