

Code of Conduct

To create a pleasant and harmonious atmosphere that is considerate to all staff and patients, the CF Team including Senior Sisters, Ward Staff, CF Consultants and the Clinical Care Patient Adviser have jointly agreed the following code of conduct. This will ensure that the care patients receive, in the CF unit, continues to be of the highest quality at all times.

- Patients will be woken between 8.00am - 08.30am, enabling treatments to be started and completed on time. Waking up later causes inconvenience to all professionals and may compromise your treatments.
- Patients are expected to participate in all aspects of their treatments including consultations with all members of the CF Team, taking medication and having observations recorded.
- Breakfast is served between 08.00am - 10.00am only and is an important part of your nutritional treatment.
- Wrist bands need to be worn at all times according to Trust policy.
- Consideration and respect for the wellbeing of other patients is expected at all times.
- Noise levels should be kept to a minimum out of consideration for others.
- A strict policy of no alcohol, illegal drugs and smoking is operated on the ward.
- Patients are not allowed into each other's rooms, on Ward 26, due to risk of cross infection and patient privacy.
- We request that you do not use your phone during treatment times, consultations and ward rounds.
- Patients are kindly requested not to sit or stand at, or around, the nurse's station in order to protect the privacy of all patients.
- If patients wish to leave the ward, it is courteous and necessary to ask the nurse in charge, informing them of where they are going and at what time they expect to return.
- Patients are advised that, when they leave the hospital grounds, they take full responsibility for their own safety.
- Patients going out for the evening need to return to the ward by 10pm and be in their own room by 10:30 pm. This is to enable night medication to be administered in accordance with hospital policy and allow time for patients to settle before the ward lights are turned out. Patients who do not return to the ward by 10.00pm will not be given their night medication.
- Derogatory comments on Facebook about staff are not always private.
- Abuse of staff via Facebook will be treated in the same manner as verbal abuse on the ward.
- Disruptive, abusive or rude behaviour towards patients, staff or relatives will not be tolerated. In line with **the Trust's Violence and Aggression Policy**, the following steps will be taken if any incidence of this nature should occur:

1. Following any incident the immediate manager or department head (or their deputy) will explain to the patient that his/her behaviour is unacceptable and explain the expected standards that must be observed in the future.

2. If the behaviour continues, the responsible manager or clinician will give an informal warning about the possible consequences of any further repetition. This will be counted as a verbal warning.

3. Failure to subsequently desist will result in a formal written warning of the consequences of such behaviour ("Yellow Card").

4. Failure to comply will result in exclusion from the Trust via a final warning letter (a "Red Card").

I have read and agree to the terms of the Code of Conduct

Signature..... Print Name

Date

Revised November 2012