



Rules and Regulations

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1. Code of Conduct

All clinicians, especially registered Paramedics, must adhere to the London Ambulance Service Code of Conduct at all times, whether on- or off-shift. All ambulance clinicians must:

1 be able to practise safely and effectively within their scope of practice

- 1.1 know the limits of their practice and when to seek advice
- 1.2 be able to work safely in challenging and unpredictable environments, including being able to take appropriate action to assess and manage risk

2 be able to practise within the legal and ethical boundaries of their profession

- 2.1 understand the need to respect and uphold the rights, dignity, values and autonomy of service users
- 2.2 be able to maintain high standards of care even in situations of personal incompatibility
- 2.3 be able to exercise a professional duty of care

3 be able to maintain fitness to practise

- 3.1 understand the need to maintain high standards of personal and professional conduct
- 3.2 understand the importance of active participation in training and supervision in order to keep skills and knowledge up to date
- 3.3 recognise the need to engage in incident debriefing, reflection and review to ensure that lessons are addressed for future patient safety and management

4 be able to practise as an autonomous professional, exercising their own professional judgement

- 4.1 be able to assess a professional situation, determine the nature and severity of the problem and call upon the required knowledge and experience to deal with the problem
- 4.2 be able to make reasoned decisions to initiate, continue, modify or cease treatment or the use of techniques or procedures, and record the decisions and reasoning appropriately
- 4.3 recognise that they are personally responsible for and must be able to justify their decisions

4.4 be able to use a range of integrated skills and self-awareness to manage clinical challenges effectively in unfamiliar and unpredictable circumstances or situations

5 be able to practise in a non-discriminatory manner

6 understand the importance of and be able to maintain confidentiality

6.1 understand the principles of information governance and be aware of the safe and effective use of health and social care information

6.2 be able to recognise and respond appropriately to situations where it is necessary to share information to safeguard service users or the wider public

7 be able to communicate effectively

7.1 be able to demonstrate effective and appropriate verbal and non-verbal skills in communicating information, advice, instruction and professional opinion to service users, colleagues and others

7.2 be able to select, move between and use appropriate forms of verbal and non-verbal communication with service users and others

8 be able to work appropriately with others

8.1 be able to work in partnership with service users, other professionals, support staff and others

8.2 understand the need to build and sustain professional relationships as both an independent practitioner and collaboratively as a member of a team

8.3 be able to contribute effectively to work undertaken as part of a multi-disciplinary team

9 be able to maintain records appropriately

9.1 be able to keep accurate, comprehensive and comprehensible records in accordance with applicable legislation, protocols and guidelines

10 be able to reflect on and review practice

11 understand the key concepts of the knowledge base relevant to their profession

11.1 recognise the role of other professions in and out of health and social care

11.2 understand the theoretical basis of, and the variety of approaches to, assessment and intervention

- 11.3** understand human anatomy and physiology, sufficient to recognise the nature and effects of injury or illness, and to conduct assessment and observation in order to form a differential diagnosis and establish patient management strategies

12 be able to draw on appropriate knowledge and skills to inform practice

- 12.1** know the theories and science that underpin the theory and principles of paramedic practice
- 12.2** be able to change practice as needed to take account of new developments and adapt to meet the needs of patients
- 12.3** be able to conduct appropriate diagnostic or monitoring procedures, treatment, therapy or other actions safely and effectively
- 12.4** know how to position or immobilise patients correctly for safe and effective interventions
- 12.5** know the indications and contra-indications of using specific techniques in pre-hospital and out-of-hospital care, including their limitations and modifications
- 12.6** be able to undertake and record a thorough, sensitive and detailed assessment, using appropriate techniques and equipment
- 12.7** be able to demonstrate a logical and systematic approach to problem solving
- 12.8** be able to use research, reasoning and problem solving skills to determine appropriate actions
- 12.9** be able to use information and communication technologies appropriate to their practice

13 understand the need to establish and maintain a safe practice environment

- 13.1** understand the need to maintain the safety of both service users and those involved in their care
- 13.2** be able to select appropriate personal protective equipment and use it correctly
- 13.3** be able to establish safe environments for practice, which minimise risks to service users, those treating them and others, including the use of hazard control and particularly infection control
- 13.4** be aware of the role of the paramedic in responding to hazardous or major incidents

2. Uniform & Workwear Policy

This policy applies to all staff. However, the HART team and HEMS practitioners have a separate dress code policy. The allocated uniform must be worn at all times whilst on duty – no personal clothing should be visible. Staff are only permitted to wear uniform whilst working, or whilst travelling to and from work.

Apart from the underlying aim of cultivating a positive, professional image of staff, there are specific principles to the dress code:

- 🌿 To avoid unintentional injury to patients and staff
- 🌿 To reduce the risk of cross-infection
- 🌿 To reduce the likelihood of injury to staff
- 🌿 To avoid offence to people with different cultures and beliefs

Repeated failure to comply with this policy may result in disciplinary action.

Personal Appearance

Hair must be kept clean and groomed at all times. Hair colour and style should not cause offence to or invite provocation from members of the public. All uniformed staff must wear their hair tied up or cut so that it sits above the collar. Long hair must be tied back and away from the face, and secured with modest bands or clips. Headwear that is not provided by the trust is forbidden, unless it is worn for religious or cultural reasons; this must be clean and secured in such a way that it does not interfere with the treatment of patients.

Make-up should be kept to a minimum, and must appear tasteful and professional at all times. Nail polish and false nails are strictly prohibited. No piercings or jewellery should be worn at any time whilst working.

Visible tattoos must not cause offense to colleagues or members of the public – any such tattoos should be fully covered whilst working, and this must not affect hygiene or patient care.

Prescription glasses are permitted as long as the design is professional and not excessive. Sunglasses may only be worn whilst driving – these must be removed when speaking to members of the public.

Uniformed Staff

It is the responsibility of each staff member to ensure that their uniform is cleaned, ironed and kept in a good state of repair. Unauthorised additions or modifications to the predefined uniform are not permitted. Epaulettes and rank slides must be correct and clearly visible at all times.

Uniform provided by the trust must only be worn whilst working – staff are prohibited from wearing their uniforms outside of work. This includes any trust-provided identification.

Non-Uniformed Staff

Where not provided with a uniform, staff must wear appropriate clothing with a 'smart casual' look. Identification lanyards or badges must be worn at all times when on trust premises or performing duties on behalf of the trust. Trust-provided identification must not be worn outside of these circumstances.

Where staff such as Operational Support staff are provided with clothing, this must be worn at all times whilst performing their duties. The display of identification lanyards or badges are required only when safe to do so. Identification must be readily available if challenged by a member of staff.

Personal Protective Equipment (PPE)

PPE is provided by the trust, and this is expected to be worn when the need arises to protect staff from various hazards. High-visibility clothing must be worn when working at night or in the dark, at the roadside, by water, or where Health and Safety regulations apply.

3. Disciplinary Procedure

Verbal Warning

In the first instance, a verbal warning will be given. Ambulance staff will be advised on what part of our code of conduct has been breached and given the appropriate support to ensure it does not happen again. This will be logged for future reference.

Second Verbal Warning

After a verbal warning has already been issued, the next step will be a second verbal warning. Ambulance staff will be monitored by the Senior Leadership Team and given the relevant support needed to ensure the code of conduct is not breached again. Once again, this is logged for future reference.

Formal Warning

After two verbal warnings have been issued, ambulance staff will be issued a formal written warning. The Senior Leadership Team may wish to invite you to a disciplinary meeting depending on the severity of the offence. As with all other warnings, this is logged against you for future reference.

Suspension

Once you have been given a formal warning, the next phase is a suspension. The SLT will inform you of this decision either in a meeting or in written form. You will be notified of the suspension period, and you may not work for the London Ambulance Service in any capacity until this time has elapsed. Depending on the severity of the offence(s), the Senior Leadership Team may request a suspension without any prior warnings.

4. Complaints / Reporting Procedure

All reports or complaints either made by or involving the London Ambulance Service and its staff should follow this process. This allows the Senior Leadership to ensure that all reports are treated fairly and equally.

Complaints from the public

Any complaints from other emergency services and the public should be referred to a Duty Supervisor whilst they are based in the Royal London Hospital – if a Duty Supervisor is unavailable, the reporting party should submit a ticket via the Clinical Hub Discord server. The complaint will then be dealt with by a supervisor.

Complaints will not be handled whilst attending incidents or treating patients. Reports should not be made directly to the Senior Leadership Team.

Internal complaints and reports

In the first instance, staff should speak to a supervisor – this may be via direct message or in person. The supervisor will collect any necessary information and decide how to proceed. If they decide to take action, they may meet with the individual and/or issue a warning.

If the supervisor decides that the issue needs to be escalated, they will pass the information to the Senior Leadership Team, who will review everything and decide what action(s) to take, if any. This could mean a formal warning, a suspension, or termination of the individual's employment.

If the complaint cannot be resolved by the Senior Leadership Team, or if the report is serious enough to warrant staff involvement, it will be passed to the staff team (who are not SLT) and they will resolve the issue. This can result in termination of the individual's employment or server-related punishments.