

Dress Code Policy

Statement and Purpose of the Policy

This policy sets out the expectations of Serenta Homecare in relation to dress code and wear of uniforms. The policy applies to all employees who provide care.

This policy is to ensure employees dress to an acceptable standard while on duty and do not place themselves or Clients at unnecessary risk. All employees have a responsibility to conform to the Health and Safety at Work Act, and to convey a professional and efficient image of his/herself and Serenta Homecare to the public.

1. Principles

Serenta Homecare considers the way employees dress and present themselves this of significant importance in portraying a tidy image to all users of its service, family and other professionals.

Serenta Homecare recognises the diversity of cultures, religions and disabilities of its employees and will take a sensitive approach when this affects dress requirements. However, priority will be given to health and safety, security and infection control considerations.

The Dress Code is designed as a communication tool to assist and guide Managers and employees of the Serenta Homecare standards of dress and appearance. The Policy is not exhaustive in defining acceptable and unacceptable standards of dress and appearance and employees should use common sense in adhering to the principles underpinning the policy. A sensible approach should be taken to ensure the spirit of the code is applied.

2. Employees Responsibilities

All employees are issued with a Serenta Homecare identity/security badge, which must be carried at all times while on duty.

Serenta Homecare also provides a uniform for staff. This will usually consist of a tunic. Office-based staff may wear Serenta Homecare shirts; however, this is not mandatory. Uniforms must be worn in a professional manner and kept fully fastened at all times.

Mental Health Support Workers are not required to wear a uniform; however, they must dress appropriately in line with organisational standards. Guidance on unacceptable items of clothing is set out separately.

All Mental Health Support Workers must carry or wear their identity badge at all times whilst on duty.

Employees are responsible for following the standards of dress code and appearance laid down in this policy and should understand how this policy relates to their working environment; health and safety; infection control, particular role duties and contact with others during the course of their employment.

The following items of clothing are examples of unacceptable clothing, either on the grounds of Health and Safety or for the Serenta Homecare public image, shorts (above the knee), baseball caps/hats and clothing bearing inappropriate slogans.

Overly tight, restrictive or revealing clothes including mini-skirts, jeans, tops revealing the midriff and poor quality of leggings are also not permitted. Garments that are so long that they sweep the ground are not acceptable due to the risk of tripping and issues of infection control.

3. Protective Clothing and Equipment

The provision of personal protective equipment is the responsibility of Serenta Homecare. Managers must ensure that personal protective clothing and equipment is available to the employee in accordance with Personal Protective Equipment at Work Regulations 1992 and local/statutory recommendations. Employees in roles that require protective clothing are required to wear this whilst carrying out their duties in accordance with health & safety requirements. If individuals are unsure about such requirements, they should discuss this with their Manager.

4. Purpose of Protective Clothing

Serenta Homecare expects all employees to adhere to standards set out, in order to ensure and meet:

- Client safety
- Personal safety
- Statutory regulatory requirements (e.g. by professional registering body)
- Work environment
- Health and safety requirements
- Infection control requirements
- Moving and handling

5. Footwear

Footwear must be safe, sensible, in good order, smart and clean and generally have regard to Health and Safety considerations. Shoes needs to be flat and fully covered in a black/dark blue colour. Stiletto heels and flip-flops are not acceptable. These are provided by the individual.

6. Tattoos

Where tattoos might be deemed to be offensive, they should be covered and in general employees should consider whether a visible tattoo is appropriate to the image they seek to present. Visible tattoos will not jeopardise employment unless deemed offensive by the Senior Manager

7. Jewellery and Piercing

Jewellery should be discreet, appropriate and not cause offence or be a health and safety or infection control risk.

Employees may wear a plain band ring, but other items of jewellery that create the potential for an act of violence/harm or the possibility for entanglement e.g. large hooped earrings, wrist watches and bangles must be removed during working hours. Multiple facial/body piercing jewellery is unacceptable and must be removed before coming to work.

8. Hair

Hair should be clean, neat and tidy at all times. All employees who deliver care/treatment to Clients, should ensure that their hair is tied back to minimise health and safety risk to themselves and Clients. Beards should be neat and tidy. Head scarf's worn for religious/cultural purposes are permitted.

9. Identification and Facial Coverings

As part of our duty of care to Clients, we need to ensure that they can identify employees at all times. Clients should be able to see the identity of employees that they are working with. All employees working with Clients are expected to remove anything that obscures their face.

10. Nails

Nails must be kept clean and in a reasonable length to avoid puncturing the glove. Employees are permitted nail varnish and professionally fitted false nails (acrylic or gel allowed– not the ones that can be glued on) as long as these are kept at a reasonable length. Nail Rhinestones, gems or any other jewels that are worn on top of the false nails are not allowed.

11. Trousers

Trousers should be black or dark blue, normally be full length, although ¾ length may be worn where more practical e.g. during hot weather. Trousers need to be smart and allow

sufficient hip movement for safe moving and handling requirements of the job. Employees are permitted to wear jeggings as long as they follow the standards in this dress code policy.

12. Additional Requirements

Pens/scissors or any sharp instrument that could cause injury when handling Clients should be removed from breast pockets whilst carrying out care.

Washable cardigans may be worn but not when delivering care.

13. Compliance

In the event that a Manager considers an employee to be in breach of the Dress Code Policy, then he/she will discuss this with the individual concerned and may, if necessary require the individual to make appropriate adjustments before the next duty.

Repeated breaches of the Code will be viewed as misconduct and will be addressed in accordance with the Companies Disciplinary policy.

Document Control

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