

BloodWorks Ltd

Policy Suite

People Workforce and Conduct

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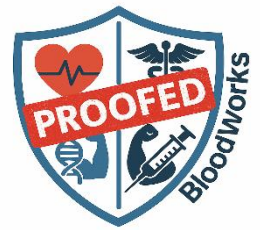
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Applies To All employees, directors, self-employed practitioners, associate clinicians, volunteers, students, contractors, agency workers and anyone representing BloodWorks

Status Live



BloodWorks Ltd

Code of Conduct, Professional Standards and Values Policy

Document Information

Policy Title	Code of Conduct, Professional Standards and Values Policy
Policy Category	Workforce
Policy Owner	Registered Manager
Approved By	Director and Senior Responsible Officer
Version	2.0
Approval Date	29.07.26
Review Date	29.07.27
Review Frequency	Annual
Applies To	All employees, directors, self-employed practitioners, associate clinicians, volunteers, students, contractors, agency workers and anyone representing BloodWorks
Status	Proofed

Code of Conduct at a Glance

Our Values

Knowledge

- Maintain professional knowledge
- Use evidence-informed practice
 - Continue learning

Integrity

- Act honestly and ethically
- Protect confidentiality
- Take responsibility for your actions

Strength

- Treat everyone with dignity
- Challenge unsafe practice
 - Support colleagues
- Promote a positive culture

Always

- ✓ Put client safety first
- ✓ Act professionally
- ✓ Treat everyone fairly
- ✓ Raise concerns promptly
- ✓ Represent BloodWorks positively

Never

- X Misuse organisational resources
- X Work whilst impaired
- X Share confidential information
- X Bring BloodWorks into disrepute

If you're unsure...

Speak to:

Manager



Registered Manager



Raise a concern through the Speaking Up Policy

1. Statement of Intent

BloodWorks Ltd is committed to delivering safe, ethical and evidence-informed services. Everyone working for or representing the organisation contributes to the confidence placed in us by our clients, partners, regulators and the wider community.

This Code sets out the professional standards and behaviours expected of everyone representing BloodWorks. It supports a culture of integrity, accountability, compassion and continuous improvement and applies whenever an individual is acting on behalf of the organisation.

2. Purpose

This policy aims to:

- Define expected standards of behaviour.
- Promote safe, ethical and professional practice.
- Protect clients, colleagues and the organisation.
- Support compliance with regulatory and professional requirements.
- Provide a consistent framework for managing conduct concerns.

3. Scope

This policy applies to everyone working for or representing BloodWorks, including:

- Employees
 - Directors
 - Self-employed practitioners
 - Associate clinicians
 - Volunteers
 - Students and trainees
 - Agency workers
 - Contractors
 - Anyone acting on behalf of BloodWorks
-

4. Professional Standards

Professional Behaviour

Everyone representing BloodWorks is expected to:

- Behave honestly, professionally and respectfully.
- Treat clients, colleagues and partners with dignity.
- Maintain appropriate professional appearance and boundaries.
- Communicate respectfully and work collaboratively.
- Represent BloodWorks positively in all professional settings.
- Never bully, intimidate, discriminate or harass others.

Professional Practice

Everyone must:

- Place client safety and wellbeing first.
- Deliver person-centred, evidence-informed care.
- Obtain informed consent where appropriate.
- Work within their competence and seek advice or referral where necessary.
- Escalate concerns promptly.
- Maintain accurate, contemporaneous and factual records.

Equality, Confidentiality and Professional Representation

Everyone must:

- Promote equality, inclusion and respect.
- Protect confidential information and comply with Data Protection legislation.
- Report information governance breaches immediately.
- Use social media responsibly.
- Never publish confidential information or anything likely to damage the reputation of BloodWorks.
- Only speak publicly on behalf of BloodWorks when authorised.

Integrity and Accountability

Everyone must:

- Declare any actual, potential or perceived conflicts of interest.
- Avoid accepting inappropriate gifts or hospitality.
- Use organisational resources responsibly.
- Report suspected fraud or financial irregularity.
- Follow Health and Safety procedures and report hazards or incidents.
- Be fit to undertake their duties and notify BloodWorks of any professional or regulatory matter that may affect their role.

Speaking Up

Everyone has a responsibility to report concerns relating to:

- Unsafe practice
- Safeguarding
- Fraud
- Bullying or harassment
- Poor professional conduct
- Serious policy breaches

Anyone raising concerns in good faith will be supported in accordance with the Speaking Up (Whistleblowing) Policy.

5. Breaches of this Code

Failure to comply with this Code may result in management action, disciplinary action, termination of engagement or referral to professional regulators or statutory agencies where appropriate.

Serious misconduct may constitute gross misconduct.

6. Responsibilities

Registered Manager

- Maintain oversight of this policy.
- Promote a positive professional culture.
- Ensure appropriate action is taken where standards are not met.

Managers

- Lead by example.
- Support staff to maintain professional standards.
- Address concerns promptly and fairly.

Everyone Representing BloodWorks

- Read and comply with this policy.
- Maintain professional standards.
- Complete mandatory training.
- Raise concerns where appropriate.
- Uphold the values and reputation of BloodWorks.

7. Monitoring and Review

Compliance with this policy will be monitored through:

- Supervision
- Appraisal
- Governance meetings
- Audit
- Incident reporting
- Complaints
- Client feedback
- Learning reviews

This policy will be reviewed annually or sooner where legislation, regulation or organisational changes require.

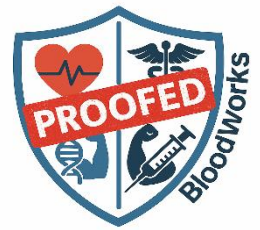
Related Policies

- Professional Boundaries Policy
- Safeguarding Adults and Children Policy
- Equality, Diversity and Inclusion Policy

- Confidentiality and Information Governance Policy
 - Health and Safety Policy
 - Speaking Up (Whistleblowing) Policy
 - Disciplinary Policy
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References

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission Fundamental Standards
- Equality Act 2010
- Human Rights Act 1998
- Health and Safety at Work etc. Act 1974
- Data Protection Act 2018
- UK GDPR
- Relevant Professional Regulatory Codes



BloodWorks Ltd

Equality, Diversity and Inclusion (EDI) Policy

Document Information

Policy Title	Equality, Diversity and Inclusion (EDI) Policy
Policy Category	Workforce
Policy Owner	Registered Manager
Approved By	Director and Senior Responsible Officer
Version	2.0
Approval Date	29.07.2026 26
Review Date	29.07.27
Review Frequency	Annual
Applies To	All employees, directors, self-employed practitioners, associate clinicians, volunteers, students, contractors, agency workers and anyone representing BloodWorks
Status	Draft

Equality, Diversity and Inclusion at a Glance

Our Commitment

Equality

Providing fair access, opportunity and treatment for everyone.

Diversity

Recognising, respecting and valuing individual differences.

Inclusion

Creating an environment where everyone feels welcome, respected and able to participate.

We Will

- ✓ Treat everyone fairly and with dignity
 - ✓ Promote equal opportunities
 - ✓ Respect diversity
- ✓ Make reasonable adjustments where appropriate
 - ✓ Challenge discrimination
 - ✓ Deliver accessible services
 - ✓ Encourage inclusive practice
- ✓ Comply with the Equality Act 2010

We Will Never

- X Discriminate unlawfully
- X Bully, harass or victimise others
- X Exclude people unfairly
- X Ignore requests for reasonable adjustments
- X Tolerate discriminatory behaviour

If you have concerns...

Speak to:

Manager



Registered Manager



Incident / Complaints Process

1. Statement of Intent

BloodWorks Ltd is committed to promoting equality, diversity and inclusion throughout its workforce and services. We believe everyone should be treated fairly, with dignity and respect, regardless of their background, identity or circumstances.

We are committed to creating an inclusive culture where discrimination is challenged, diversity is valued, barriers are reduced and everyone has the opportunity to participate fully.

2. Purpose

This policy aims to:

- Promote equality, diversity and inclusion across all areas of BloodWorks.
 - Support compliance with the Equality Act 2010 and relevant legislation.
 - Prevent discrimination, harassment and victimisation.
 - Promote inclusive employment and service delivery.
 - Ensure reasonable adjustments are considered wherever appropriate.
-

3. Scope

This policy applies to everyone working for or representing BloodWorks, including:

- Employees
 - Directors
 - Self-employed practitioners
 - Associate clinicians
 - Volunteers
 - Students and trainees
 - Agency workers
 - Contractors
 - Clients, visitors and anyone accessing BloodWorks services
-

4. Equality, Diversity and Inclusion Standards

Our Commitment

BloodWorks is committed to:

- Treating everyone with dignity, fairness and respect.
- Providing equal opportunities in employment and service delivery.
- Valuing diversity and individual differences.

- Promoting an inclusive culture.
- Complying with equality legislation and CQC expectations.

Protected characteristics are those defined within the Equality Act 2010.

Recruitment and Employment

BloodWorks will:

- Recruit fairly and objectively.
 - Select people on merit, skills and experience.
 - Provide equal opportunities for employment and volunteering.
 - Promote an inclusive working environment.
 - Support learning and awareness through EDI training.
-

Inclusive Service Delivery

We will:

- Deliver services that are person-centred and inclusive.
 - Respect cultural, religious and individual needs.
 - Communicate in clear and accessible ways.
 - Consider language, communication and accessibility needs.
 - Seek and use feedback to improve inclusion.
-

Accessibility and Reasonable Adjustments

BloodWorks will make reasonable adjustments wherever practical to remove barriers to employment or service access.

Adjustments may include:

- Alternative communication methods.
- Accessible information.
- Flexible appointment arrangements.
- Physical or digital accessibility adaptations.
- Workplace adjustments where appropriate.

Requests will be considered promptly, sensitively and confidentially.

Preventing Discrimination, Harassment and Victimisation

BloodWorks has zero tolerance for discrimination, bullying, harassment or victimisation.

Everyone representing BloodWorks is expected to:

- Challenge discriminatory behaviour.
- Report concerns promptly.
- Treat others with dignity and respect.
- Promote an inclusive environment.

Concerns will be investigated fairly and managed in accordance with the appropriate organisational policies.

Speaking Up

Anyone who experiences or witnesses discrimination, harassment or exclusion is encouraged and expected to raise concerns promptly.

Individuals raising genuine concerns in good faith will be supported and protected from victimisation.

5. Responsibilities

Registered Manager

- Promote equality and inclusion throughout the organisation.
- Ensure compliance with legislation.
- Monitor implementation of this policy.
- Promote learning and continuous improvement.

Managers

- Lead by example.
- Promote inclusive practice.
- Respond promptly to concerns.
- Support reasonable adjustments where appropriate.

Everyone Representing BloodWorks

- Treat others fairly and respectfully.
- Comply with this policy.
- Complete mandatory training.
- Challenge inappropriate behaviour.

- Promote equality, diversity and inclusion in everyday practice.
-

6. Monitoring and Review

Compliance with this policy will be monitored through:

- Recruitment monitoring
- Staff supervision
- Governance meetings
- Complaints and incidents
- Client feedback
- Audit
- Equality data where collected
- Learning reviews

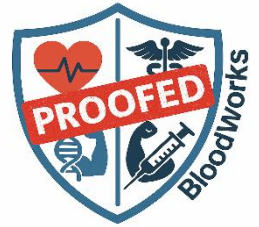
This policy will be reviewed annually or sooner where legislation or organisational changes require.

Related Policies

- Code of Conduct and Professional Standards Policy
 - Recruitment, Selection and Safer Recruitment Policy
 - Complaints and Feedback Policy
 - Confidentiality and Information Governance Policy
 - Safeguarding Adults and Children Policy
 - Health and Safety Policy
 - Speaking Up (Whistleblowing) Policy
-

References

- Equality Act 2010
- Human Rights Act 1998
- Care Act 2014
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- CQC Regulation 10 – Dignity and Respect
- CQC Regulation 17 – Good Governance
- NHS Accessible Information Standard



BloodWorks Ltd

Lone Working and Personal Safety Policy

Document Information

Policy Title	Lone Working and Personal Safety Policy
Policy Category	Health & Safety
Policy Owner	Registered Manager
Approved By	Director
Version	2.0
Approval Date	29.07.06
Review Date	29.07.27
Review Frequency	Annual
Applies To	All employees, directors, self-employed practitioners, associate clinicians, volunteers and anyone undertaking lone working on behalf of BloodWorks
Status	Draft

Lone Working at a Glance

Our Commitment

Plan

Every lone working activity is risk assessed.

Communicate

Someone always knows where you are.

Protect

Your personal safety always comes before completing a task.

Always

- ✓ Complete a risk assessment where required
 - ✓ Tell someone where you are
- ✓ Keep your phone charged and accessible
- ✓ Follow agreed check-in arrangements
- ✓ Leave immediately if you feel unsafe
- ✓ Report incidents and near misses
- ✓ Work within your competence
- ✓ Follow Health and Safety procedures

Never

- X Put yourself at unnecessary risk
- X Ignore unsafe environments
- X Continue working if threatened
- X Work outside agreed arrangements
- X Ignore missed check-ins

If you're concerned...

Speak to:

Manager



Registered Manager



Emergency Services (if immediate danger)

1. Statement of Intent

BloodWorks Ltd is committed to protecting the health, safety and wellbeing of everyone undertaking lone working activities on behalf of the organisation.

Where lone working cannot be avoided, activities will be appropriately planned, risk assessed and supported to ensure risks are reduced so far as is reasonably practicable. Personal safety will always take priority over completing a task.

2. Purpose

This policy aims to:

- Promote safe lone working practices.
 - Reduce risks associated with working alone.
 - Ensure effective communication and emergency arrangements.
 - Define responsibilities for lone working.
 - Support compliance with health and safety legislation.
-

3. Scope

This policy applies to anyone working alone on behalf of BloodWorks, including:

- Mobile health screening
 - Outreach activities
 - Home or remote working
 - Travel between venues
 - Community clinics
 - Off-site meetings
 - Venue set-up and pack-down
 - Any activity undertaken without immediate supervision
-

4. Lone Working Standards

Risk Assessment

Before lone working begins:

- Risks must be assessed.
- Appropriate control measures must be identified.
- High-risk activities must not proceed without suitable controls.
- Assessments should be reviewed following incidents or significant changes.

Communication and Monitoring

Everyone undertaking lone working must:

- Tell a designated contact where they will be working.
- Confirm expected start and finish times.
- Follow agreed check-in arrangements.
- Keep communication devices available.
- Report delays or changes promptly.

Missed check-ins will be treated as a welfare concern and escalated appropriately.

Personal Safety

Everyone must:

- Remain aware of their surroundings.
- Plan safe access and exit routes.
- Carry a charged mobile phone.
- Park in safe, well-lit locations where possible.
- Withdraw immediately from any situation that feels unsafe.
- Contact emergency services where there is immediate risk.

Personal safety always takes priority over completing the planned activity.

Travel Safety

Anyone travelling for work must:

- Ensure vehicles are safe and roadworthy.
- Hold appropriate insurance where required.
- Plan journeys in advance.
- Allow sufficient travel time.
- Avoid using handheld mobile devices whilst driving.
- Inform a designated contact of significant delays or incidents.

Violence, Aggression and Threats

BloodWorks has zero tolerance for violence, aggression or threatening behaviour.

If threatened, individuals must:

- Leave the situation immediately where safe to do so.
- Contact emergency services if required.
- Inform the Registered Manager as soon as practicable.
- Complete an incident report.

Support and debriefing will be provided following any significant incident.

Incident Reporting

All incidents, near misses and safety concerns relating to lone working must be reported promptly.

Learning from incidents will be used to improve risk assessments, procedures and staff safety.

5. Responsibilities

Registered Manager

- Maintain this policy.
- Ensure suitable risk assessments are completed.
- Monitor lone working arrangements.
- Investigate incidents and implement learning.

Managers

- Ensure lone working is appropriately planned.
- Monitor communication arrangements.
- Support staff following incidents.

Everyone Undertaking Lone Working

- Follow this policy.
 - Complete required training.
 - Follow agreed communication arrangements.
 - Report hazards, incidents and concerns promptly.
 - Never place themselves at unnecessary risk.
-

6. Monitoring and Review

Compliance with this policy will be monitored through:

- Risk assessments
- Incident reporting
- Near miss reviews
- Health and Safety audits
- Staff feedback
- Governance meetings

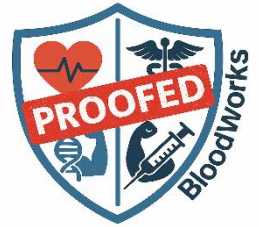
This policy will be reviewed annually or sooner where legislation or operational changes require.

Related Policies

- Health and Safety Policy
- Risk Management and Incident Reporting Policy
- Safeguarding Adults and Children Policy
- Professional Boundaries Policy
- Code of Conduct and Professional Standards Policy
- Business Continuity Policy

References

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- CQC Regulation 12 – Safe Care and Treatment
- CQC Regulation 17 – Good Governance



BloodWorks Ltd

Recruitment, Credentialing and Workforce Development Policy

Document Information

Policy Title	Recruitment, Credentialing and Workforce Development Policy
Policy Category	Workforce
Policy Owner	Registered Manager
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Version	2.0
Approval Date	29.07.26
Review Date	29.07.27
Review Frequency	Annual
Applies To	All employees, directors, self-employed practitioners, associate clinicians, volunteers and anyone working under the governance of BloodWorks
Status	Draft

Recruitment and Workforce Development at a Glance

Our Commitment

Recruit Safely

Every appointment is made fairly and safely.

Recruit Appropriately

All staff must hold the qualifications, registration and competence required for their role.

Develop Continuously

Everyone receives induction, training and ongoing support appropriate to their responsibilities.

We Will

- ✓ Recruit fairly and transparently
- ✓ Always recruit the right person for the role
- ✓ Verify identity and qualifications
- ✓ Check professional registration where required
- ✓ Complete DBS checks appropriate to the role
- ✓ Verify insurance for self-employed clinicians
- ✓ Provide induction and mandatory training
- ✓ Support continuing professional development
- ✓ Maintain secure workforce records

We Will Never

- X Allow someone to practise outside their competence
- X Allow clinical practice without appropriate registration where required
- X Ignore concerns about competence or conduct
- X Employ unsuitable individuals
- X Compromise client safety

If you're unsure...

Speak to:

Manager



Registered Manager



Professional Lead (where applicable)

1. Statement of Intent

BloodWorks Ltd is committed to recruiting, developing and retaining a competent, compassionate and appropriately qualified workforce.

As an independent healthcare provider, BloodWorks recognises that safe care depends upon recruiting suitable individuals, verifying professional credentials, maintaining competence and supporting continuous professional development. Workforce governance forms an integral part of the organisation's clinical governance framework.

2. Purpose

This policy aims to:

- Ensure safe, fair and consistent recruitment.
 - Verify the suitability and competence of everyone working under BloodWorks' governance.
 - Meet the requirements of CQC Regulations 18 and 19.
 - Support ongoing learning, supervision and professional development.
 - Protect clients through effective workforce governance.
-

3. Scope

This policy applies to:

- Employees
 - Directors
 - Registered healthcare professionals
 - Associate clinicians
 - Self-employed practitioners
 - Phlebotomists
 - Healthcare assistants
 - Volunteers
 - Students
 - Contractors
 - Anyone delivering services under the governance of BloodWorks
-

4. Workforce Standards

Recruitment and Selection

BloodWorks will:

- Recruit fairly, transparently and without discrimination.
 - Select individuals based upon competence, qualifications, experience and organisational values.
 - Verify identity and right to work where applicable.
 - Obtain appropriate references before appointment.
-

Clinical Credentialing

Anyone providing regulated clinical care must provide evidence of:

- Current professional registration (where applicable).
- Relevant qualifications.
- Professional indemnity insurance.
- Appropriate continuing professional development (CPD).
- Fitness to practise.

Professional registrations will be verified before appointment and monitored throughout engagement.

Recruitment Checks

Checks will be proportionate to the role and may include:

- Enhanced DBS checks.
- Professional registration verification.
- Identity verification.
- References.
- Right to work checks (where applicable).
- Occupational health declaration where appropriate.
- Declaration of criminal convictions, disciplinary findings or regulatory investigations.

No individual may undertake duties independently until required checks have been completed.

Induction and Workforce Development

Everyone joining BloodWorks will receive induction appropriate to their role.

Mandatory training may include:

- Safeguarding
- Information Governance

- Health and Safety
- Infection Prevention and Control
- Equality, Diversity and Inclusion
- Lone Working
- Basic Life Support (where appropriate)
- Duty of Candour
- Clinical procedures relevant to the role

Additional clinical competency assessments will be completed where required.

Supervision, Competence and Professional Development

BloodWorks is committed to maintaining professional competence through:

- Regular supervision.
- Clinical oversight where appropriate.
- Reflective practice.
- Continuing Professional Development (CPD).
- Annual appraisal or governance review.
- Additional training where competency needs are identified.

Clinical staff remain personally accountable for maintaining registration, competence and CPD requirements.

Fit and Proper Persons

Individuals appointed to leadership or regulated positions must meet the requirements of the Fit and Proper Persons Regulations.

BloodWorks expects leaders to demonstrate:

- Good character.
- Integrity.
- Appropriate qualifications and experience.
- Physical and mental fitness appropriate to their role.
- Ongoing compliance with professional and regulatory requirements.

5. Responsibilities

Registered Manager

- Maintain workforce governance.

- Ensure recruitment checks are completed.
- Verify professional registrations.
- Monitor competence, supervision and training.
- Maintain workforce records.

Managers

- Recruit fairly.
- Support induction and development.
- Monitor competence and performance.
- Escalate concerns promptly.

Everyone Working for BloodWorks

- Maintain professional competence.
 - Keep mandatory training up to date.
 - Maintain professional registration where required.
 - Practise within their competence.
 - Inform BloodWorks of any regulatory investigation, restriction or criminal matter relevant to their role.
-

6. Monitoring and Review

Compliance with this policy will be monitored through:

- Recruitment audits
- Credentialing reviews
- Professional registration checks
- DBS monitoring
- Training compliance
- Supervision records
- Appraisals
- Clinical governance meetings

This policy will be reviewed annually or sooner where legislation or organisational changes require.

Related Policies

- Code of Conduct and Professional Standards Policy
- Equality, Diversity and Inclusion Policy
- Safeguarding Adults and Children Policy
- Health and Safety Policy
- Clinical Governance Policy

- Information Governance and Confidentiality Policy
 - Learning, Development and Mandatory Training Policy
 - Professional Boundaries Policy
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References

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- CQC Regulation 18 – Staffing
- CQC Regulation 19 – Fit and Proper Persons Employed
- Equality Act 2010
- Data Protection Act 2018
- UK GDPR
- NHS Employment Check Standards
- Relevant Professional Regulatory Codes (NMC, HCPC, GMC, GPhC and others where applicable)

