

Policy 1.19

Gifts and Gratuities

Nursing and care services are provided in return for agreed fees. Under no circumstances should you seek any other money, gifts, favours, or rewards for services rendered, either for yourself or for any third party.

It is not uncommon for a Client, their friend or relative, to offer a voluntary gift as a mark of appreciation for care they have received. The Company believes that giving and receiving such gifts is not generally appropriate to the provision of professional care. Wherever possible, any offer of a gift should be politely refused; with an explanation that acceptance would be against Company policy.

If refusal is likely to cause serious offence to your Client, the gift may be accepted under the following rules:

- All offers of gifts should be disclosed to your Manager who will discuss the matter with your Client, their personal carer, or other advocate as appropriate, to explain Company policy.
- A gift of money may only be accepted with the stated intention that it will be passed in full to a charitable organisation nominated by the Company.
- Gifts of consumables (e.g. flowers, chocolates), if unlikely to cause offence, should be left in the client's possession, to be shared and enjoyed by all members of the nursing and care team.
- Other gifts should be refused with the suggestion of an equivalent donation to charity.
- The Registered Manager will acknowledge all gifts in writing.

Registered Nurses should also refer to the NMC guidelines on gifts.

Failure to comply with this policy may result in removal from the Company Register.

Gifts, Wills and Bequests

You have a personal duty to ensure that neither you, nor the Company, may legitimately face charges or allegations of malpractice or corruption in their conduct at work. As such, a Code of Conduct has been developed by the Company which follows good practice and National standards. This code, embraced within the Company's Policy/Procedure on Gifts, Wills and Bequests, includes advice on:

Solicitations – Seeking Gifts Or Favours

Any agency worker who seeks gifts or favours from Service Users in return for the services they are required to provide will be subject to formal action which will, almost certainly, lead to removal from the Company register.

Voluntary Gifts

It is not uncommon for a Service User, or someone closely connected to the Service User, to offer some gift as a mark of appreciation for the high quality of care they have routinely received from the care worker. At the same time, the taking of gifts or acceptance of substantial favours by agency workers from, for example, Service Users or relatives can give rise to embarrassing situations and may be seen as an improper inducement to give some concession in return to the donor. As such, it is the Company's policy to discourage the practice of Service Users or relatives offering gifts to care

workers, or others employed in the Company. Please seek advice from your manager if this situation arises.

Clients' Wills

National Minimum Standards preclude staff involvement in assisting in the making of, or benefiting from Service User's wills. As such you and all other workers of the Company are instructed to refuse to offer any advice whatsoever, either to the Service User, or anyone connected with the Service User, on the making of Wills, or their contents.