

Uniform and Dress Code Policy and Procedure

HR8.9 Employment Policies

February 2025

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1. Introduction
   1. This policy aims to reflect MHA’s identity, high standards of care and support, and the need for flexibility to ensure inclusivity. It is in place to set out the appearance standards for all colleagues and volunteers across MHA.
   2. The following principles should be supported and promoted when it comes to uniform, work wear, dress codes, and appearances for MHA colleagues and volunteers:
   * Health, safety and well-being of residents, tenants, and members
   * Health, safety and well-being of colleagues and volunteers
   * Infection prevention and control
   * Public confidence and professional image
   * Professional accountability, as defined by professional bodies/councils
   1. To protect those who use MHA’s services including residents, tenants, and members, as well as visitors to MHA, this policy complies with MHA’s infection prevention and control requirements, Health, and Safety legislation including:
   * The Health and Safety at Work Act (1974).
   * The control of substances Hazardous to Health Regulations (COSHH) (2002).
   * Management of Health and Safety at work Regulations (Management Regulations) (1999).
   * Health Act (2005) Code of Practice.
2. Scope and Purpose
   1. This policy sets out the uniform and dress code principles for all MHA colleagues and volunteers (volunteers included in the term ‘colleagues’ from here onwards) in clinical and non-clinical roles across Care Homes, Retirement Living, MHA Communities, Collaborative Communities, and Central Support.
   2. The purpose of this policy is to provide a standard of dress which is maintained throughout MHA to encourage corporate identity, professional appearance, a standardised corporate image to allow residents and visitors to easily identify MHA colleagues in the workplace, as well as promoting good health and safety practice while acknowledging the diversity of colleagues at MHA.
3. Dress Code and Appearance
   1. The table below details MHA’s dress code and appearance expectations for all colleagues including additional requirements for front line colleagues.
   2. The additional requirements for front line colleagues are required when helping and supporting individuals.

| **Category** | **All Colleagues** | **Additional Requirements for Front Line Colleagues** |
| --- | --- | --- |
| **Dress** | * No specific uniform required, must dress in line with the work wear and corporate clothing (non-uniform) section. | * Required to meet the uniform requirements set out in this policy in line with their role. * Denim is not permitted in clinical areas under any circumstances. |
| **ID Badges** | * All colleagues must wear their MHA identification badges when performing duties on behalf of MHA. When colleagues are not on duty, ID badges should be removed or covered. Other badges related to qualifications, professional membership or promoting equality and respect may be worn. However, badges which are deemed offensive will not be allowed. | |
| **Personal Hygiene** | * Colleagues must make sure their own personal hygiene and cleanliness remains at a high standard. | |
| **Hair** | * As preferred. | * Keep hair clean and tidy and, if longer than shoulder length, tie it back off the face (styles should include no loose hair, such as a ponytail, plaits, bob, etc.) * Colleagues working with food must cover their hair completely by wearing a hat or net. |
| **Nails** | * Nail varnish and false nails must not affect the colleagues ability to carry out their duties effectively. | * Keep fingernails clean, short, and free from nail varnish and false nails (this includes all types of nail varnish such as gel, and acrylic) as this can crack and harbour micro-organisms. |
| **Makeup Perfume and Jewellery** | * Make-up and jewellery may be worn according to religious, cultural, or personal preference. | * The following are not permitted when providing personal care and support due to the increased risk of contamination and cross infection: * False eyelashes (this includes all types of false eyelashes such as strip and extensions), glitter make-up, false tattoos etc. anything that may leave their skin / person and contaminate an area. * No jewellery (including external facial piercings jewellery/piercings) apart from a wedding ring and ear studs (all metal – no stones). * Strong perfumes, especially in food areas where they can taint food. |
| **Tattoos** | * Tattoos are acceptable although any tattoos that may be offensive to others must be covered (even if the area is not reached by clothing). | |
| **Footwear** | * Footwear must be appropriate to the duties being undertaken and in the working environment (including the use of stairs as an example) e.g., closed toe shoes for kitchen colleagues, and slip-resistant shoes for hospitality colleagues. * Must adhere to Health and Safety law and guidance. | * Front line colleagues who wear uniform should wear black leather or leather type impermeable shoes with a rubber non-slip sole and low heal which give adequate support and are strong enough to prevent damage to toes should anything be dropped on the feet. They should be lace up or slip on full shoes. Smart trainers (black), that are non-permeable and preferably minus any logos (or with discreet logos) are acceptable where appropriate. |
| **Hats and Caps** | * Hats and caps will not usually be worn, except as required in the kitchen or on grounds of Health & Safety law and guidance. * This does not include cultural or religious head wear. | |
| **Clothing** | * Comply with the work wear and corporate clothing (non-uniform) section of this policy. | |
| **On Video Calls** | * Comply with the “work wear and corporate clothing (non-uniform) section of this policy. * When attending internet-based meetings such as Zoom, Teams etc. for work, please consider what is visible on the screen to those in attendance. * Colleagues are reminded that internet-based meetings should be treated in the same way as meetings in the office and professional image must be maintained (e.g., no dressing gowns). * Also consider any impromptu calls you may be asked to join if working from home. | |

* 1. Where cultural or religious jewellery conflicts with the provisions of this policy, colleagues must discuss this with their line manager.

1. Work Wear and Corporate Clothing (Non-Uniform)
   1. MHA’s dress code has been co-produced by colleague representatives across MHA. It is designed to ensure everyone feels comfortable when working and that we maintain a positive and respectable workplace for us all. This is why the term ‘smart casual’ is often used. Casual usually allows for more comfort when working, whilst also remaining appropriate to our environment.
   2. Colleagues should also refer to the Menopause policy [HR7.10] for guidance and support to all MHA colleagues experiencing symptoms of perimenopause, menopause, and post menopause where dress code and uniform may have an impact.
   3. Everyone should consider the practical elements of their job, and in accordance with Health and Safety law and guidance, clothing must be appropriate to the work you do, your diary appointments and visitors to our workplace.
   4. Only clothing that is appropriate and presentable should be worn, ensuring that will not offend, intimidate, threaten, or make others feel uncomfortable.
   5. Revealing clothing or items with offensive or inappropriate designs, images or wording are not allowed.
   6. Colleagues must ensure that clothing is suitable for work purposes, clean and in a good state of repair.
2. Uniforms
   1. All colleagues who are required to wear a uniform must wear the uniform provided and agreed by MHA. The table in appendix 1 details the uniform requirements by role.
   2. Colleagues who are required to wear a uniform will be provided with an adequate number of uniforms in line with the table in appendix 2.
   3. The amount of uniform clothing supplied by MHA is based upon the number of hours a colleague is employed to work for.
   4. Colleagues will be able to purchase additional uniforms if they require more than their allocated amount.
   5. The uniform size and measuring guide can be found on MHA Connect [here](https://intranet.mha.org.uk/page/15346?SearchId=839271).
   6. Uniform will be replaced on an anniversary basis. At 24 months since the colleague last had uniforms supplied (e.g., from employment commencing).
   7. Clothing supplied by MHA remains the property of MHA.
   8. Uniform should not be worn whilst working in any other establishment.
   9. Uniforms must be returned to the colleagues’ line manager when employment ceases.
   10. Colleagues are expected to launder their own work clothes at home in accordance with the guidance in appendix 3 and 4, unless they are infected or contaminated, to keep them in a good state of repair, and to label each item discreetly. The cost of any clothing damaged deliberately or through neglect will be repayable by the member of colleagues to MHA.
   11. Colleagues working away from our Homes and Schemes (e.g., undertaking a domiciliary assessment, or visiting someone in another home) do not have to wear their uniform, but are expected to wear their name badge and dress appropriately in line with the principles for of this policy and dress code for “all colleagues”.
   12. Colleagues undertaking care or support shifts in other homes or schemes are required to wear their uniforms in line with the role being undertaken.
   13. Agency colleagues must wear uniforms issued by their Agency (or in line with their Agency’s uniform policy). Agency colleagues must comply and follow MHA’s dress code and appearance expectations as well as the individual requirements set out for front line colleagues if providing personal care or support.
   14. Non-kitchen colleagues should only enter the kitchen if they are wearing a long clean white coat over their clothes. A supply of these should be kept outside the kitchen door.
   15. Colleagues serving meals to residents and members will be provided with an apron (see appendix 1) which should only be worn whilst engaged in work which requires infection control or when assisting residents with food. These aprons should not be taken home as they are laundered in house.
   16. Any temporary amendment to this policy due to extreme heat conditions, e.g., a decision to allow tights not to be worn or tailored shorts to be worn in community settings, will be at the discretion of the Senior Nurse Adviser and Caldicott Guardian. However, managers should feel empowered to make a decision and inform the Chief Nurse of their actions and reasoning. Resuming to usual work wear should occur as soon as possible as weather conditions normalise.
   17. **Infection Prevention and Control Considerations**
       1. For operational colleagues who don’t wear a uniform, colleagues must wear short sleeves to maintain bare below the elbow when providing personal care - long sleeves can be hazardous and exposed underarms are a contamination risk. Links to further information and guidance regarding hand hygiene can be found in the resources section of the Standard Infection Control Precautions (SICPs).
       2. In line with MHA’s infection control protocols:
   * Uniforms and workwear worn by colleagues when carrying out their duties should be clean and fit for purpose.
   * Uniforms and workwear should specifically support good hand hygiene.
   * Always change in and out of uniform at work or completely cover uniform when travelling to and from work.
   * Wear a clean uniform at the start of each shift and have enough uniforms to facilitate this.
   * Always use PPE to prevent contamination of uniforms.
   * Change uniforms and workwear immediately if visibly soiled or contaminated.
     1. Colleagues should only wear their uniform inside of the home or scheme, this does not include the outside of the building, for example the garden area. This means that colleagues must get changed or cover their uniform up if they wish to go outside for any reason other than care – e.g., to eat their lunch, or to smoke a cigarette. For operational colleagues who don’t wear a uniform, they must cover up their clothing when leaving the care home (e.g. for a cigarette).
     2. Clean and dirty/contaminated uniforms must not be stored or transported together because of the risk of cross–contamination. The range of items supplied will be determined by the manager. Soiled or infected laundry decontamination must be washed following the guidance set out in appendix 4.
3. Standard Operating Procedures: Ordering Uniforms
   1. Colleagues can order uniforms through MHA’s supplier (Uniforms for Work UFW) **mha.uniformsforwork.com** which will also be accessible through MHA’s website. The only exceptions to this process are in 6.6 below.
   2. Colleagues who are new to MHA will be asked for their employee number when ordering their first set of uniform. The employee number is issued as soon as the colleague meets “awaiting contract” in mhapeople, all colleagues must have an employee number and uniform before their first day of work.
   3. Colleagues will be provided with the allocated number of uniforms; they can order additional uniform items themselves if they wish at their cost.
   4. Work instructions on how to order uniforms can be found in appendix 5.
   5. There is additional guidance for Admin, Home, Housing, and Registered Care Managers, in appendix 6.
   6. By exception it has been agreed that the below uniform items may be purchased locally by colleagues, with the cost incurred able to be reclaimed via the MHA expenses process (either WebExpenses or Cash Tin Return process). These items are:
   * Maintenance worker black cargo trousers (up to a maximum value of £20 per pair).
   * *Optional only:* Coloured hijab or turban to match uniform (up to a maximum value of £10 per hijab)

The allocation allowance for both of the above is 2 items for colleagues working less than 30 hours a week, and 3 items for colleagues working 30 hours per week or more.

1. Roles and Responsibilities

| Role | Responsibilities |
| --- | --- |
| **All Colleagues** | * All those referred to within the scope of this policy are required to adhere to its terms and conditions. * Colleagues are responsible for ensuring they comply with MHA’s dress code and uniform policy (where uniforms are applicable) and that the style, and appearance of what they wear at work meets the professional standards of MHA. * Launder uniforms regularly at home, following the correct procedures for soiled or contaminated clothing. * Colleagues leaving MHA are responsible for returning freshly laundered uniforms to their manager. * Make uniforms available for inspection on request of the manager * Bring to the attention of the manger when uniforms have become worn or need repair or replacement * Notify the manager when they require maternity uniform can be provided in a timely manner. |
| **Agency Colleagues** | * Agency colleagues must comply and follow MHA’s dress code and appearance expectations. * Agency colleagues must comply to front line colleagues specific requirements if providing personal care or support. |
| **Home Managers, Registered Care Managers, Housing Managers** | * Individual line managers are responsible for ensuring that this policy is applied within their own area. * Managers are responsible for ensuring collection of Uniforms from colleagues who are leaving the organisation. * Managers must reinforce the standards within the parameters of this policy. This should be disseminated to all members of their teams and managers must ensure that teams understand and adhere to local protocol and the policy requirements. * Ensure any essential uniform or personal protective equipment identified as a result of a risk assessment is made available for use of colleagues. * Ensure local protocols are written for colleagues to ensure compliance with the service risk assessment. * Ensure any training required in order to ensure safe use of the equipment is provided. * Monitor colleagues to ensure compliance with the risk assessment and training. * Ensure that colleagues are aware of and have access to the correct uniform for their area of work. * Take appropriate action where a colleagues does not comply with the dress code, appearance or uniform requirements set out in this policy. * Consider inclusivity and variation where possible and appropriate to do so. |
| **HR** | * HR will provide guidance to managers and colleagues to ensure the policy is followed inclusively, fairly, and consistently. * HR will offer support and advice to both managers and colleagues who wish to discuss a deviation from the policy due to cultural/religious/medical or personal reasons. |
| **Procurement** | * Will liaise with the supplier to ensure that there is sufficient stock, availability of uniforms. |

1. Monitoring
   1. Any disagreement or dissatisfaction with the implementation of this policy by an individual member of colleagues, which cannot be resolved by their line manager, may be raised as a resolution to support full consideration and satisfactory resolution.
   2. Compliance is assessed through direct observation, monitoring, and supervision of our colleagues.
   3. Failure to comply with the policy may lead to risks to those using MHA’s services and the colleagues and, therefore, repeated failure to adhere to the policy may result in disciplinary action being taken in accordance with the MHA’s Discipline Policy.
2. Communication and Dissemination
   1. This policy is disseminated and implemented within all MHA services through MHA’s channels of communication.
   2. Each colleagues’ line manager must ensure that all teams are aware of their roles, responsibilities.
   3. This policy will be available to the people we support and their representatives in alternate formats, as required.
   4. Any review of this policy will include consultation with our colleagues, review of support planning, incident reports, quality audits and feedback from other agencies.
   5. Queries and issues relating to this policy should be referred to the Standards and Policy Team [policies@mha.org.uk](mailto:policies@mha.org.uk)
3. Equality Impact Assessment (EIA)
   1. Equality, Diversity, and Impact Assessment to be confirmed.
4. Resources
   1. MHA policy documents, procedures, and guidance:
   * Standard Infection Control Precautions (SICPs)
   * **Uniforms for work: mha.uniformsforwork.com**
   * [Uniform size guide and measuring guidelines](https://intranet.mha.org.uk/page/15346?SearchId=839271)
5. Appendices
   * Appendix 1 - Uniform Requirements by Role
   * Appendix 2 – Uniform Allocation
   * Appendix 3 – Uniform Laundry Guidance
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   * Appendix 5 – How to Order Uniforms (Work Instructions)
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Appendix 1: Uniform Requirements by Role

* + 1. Colleagues working in any of the following roles are required to wear the following uniform to work (in alphabetic order):

| **Role** | **Required Uniform** |
| --- | --- |
| **Activities Coordinator** | * Orange t-shirt * Charcoal or black trousers |
| **Assistant Cook** | * Chefs Jacket short/long sleeved with the matching trousers – all in a grey colour. * White Polo shirts. * Pink apron and sleeve guards. * A choice of head covering options to select from. |
| **Bistro and Coffee Assistant** | * White Polo shirts * Pink Apron and sleeve guards * A choice of cooking hats. |
| **Bistro Chef** | * Chefs Jacket short/long sleeved with the matching trousers – all in a grey colour. * White Polo shirts. * Pink apron and sleeve guards. * A choice of head covering options to select from. |
| **Care and Support Worker** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Care Assistant** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Care Manager** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Care Team Leader** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Catering Manager** | * Chefs Jacket short/long sleeved with the matching trousers – all in a grey colour. * White Polo shirts. * Pink apron and sleeve guards. * A choice of head covering options to select from. |
| **Chef** | * Chefs Jacket short/long sleeved with the matching trousers – all in a grey colour. * White Polo shirts. * Pink apron and sleeve guards. * A choice of head covering options to select from. |
| **Community Coordinator** | * Orange t-shirt * Charcoal or black trousers |
| **Cook** | * Chefs Jacket short/long sleeved with the matching trousers – all in a grey colour. * White Polo shirts. * Pink apron and sleeve guards. * A choice of head covering options to select from. |
| **Deputy General Manager - Nurse** | * Lilac tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Deputy Home Manager** (when on shift, on the care floor) | * Lilac tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Deputy Home Manager – Acting** (when on shift, on the care floor) | * Lilac tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Deputy Home Manager – Acting Nurse** (when on shift, on the care floor) | * Lilac tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Deputy Home Manager – Nurse (when on shift)** (when on shift, on the care floor) | * Lilac tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Domestic Assistant** | * Fuchsia tunic (trimmed with royal blue) * Charcoal or black trousers |
| **Driver** | * Green short sleeved polo shirt * Green polo long sleeved fleece top * Black cargo trousers (pockets). |
| **Gardener** | * Green short sleeved polo shirt * Green polo long sleeved fleece top * Black cargo trousers (pockets). |
| **Hospitality Manager** | * Chefs Jacket short/long sleeved with the matching trousers – all in a grey colour. * White Polo shirts. * Pink apron and sleeve guards. * A choice of head covering options to select from. |
| **Housekeeper** | * Fuchsia tunic (trimmed with royal blue) * Charcoal or black trousers |
| **Kitchen Assistant** | * Chefs Jacket short/long sleeved with the matching trousers – all in a grey colour. * White Polo shirts. * Pink apron and sleeve guards. * A choice of head covering options to select from. |
| **Laundry Assistant** | * Royal blue tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Maintenance Worker** | * Green short sleeved polo shirt * Green polo long sleeved fleece top * Black cargo trousers (pockets). \* Please see 6.6. |
| **Reflexologist** | * Orange t-shirt * Charcoal or black trousers |
| **Registered Nurse** | * Royal blue tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Senior Care and Support Worker** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Senior Care Assistant** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Senior Nurse** | * Royal blue tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Senior Nurse Team Leader** | * Royal blue tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Social Care Facilitator** | * Orange t-shirt * Charcoal or black trousers |
| **Senior Team Leader** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Social Care Facilitator** | * Orange t-shirt * Charcoal or black trousers |
| **Support Services Manager** | * Royal blue tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Team Leader** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Training Coordinator** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **Wellbeing Worker** | * Teal tunic (trimmed with fuchsia) * Charcoal or black trousers |
| **MHA Communities** | * Orange t-shirt * Charcoal or black trousers |
| **Agency Colleagues** | * Agency colleagues must wear uniforms issued by their Agency (or in line with their Agency’s uniform policy). * Agency colleagues must comply and follow MHA’s dress code and appearance expectations. * Agency colleagues must comply to front line colleagues specific requirements if providing personal care or support. |
| **Colleagues Serving Meals to Residents and Members** | * A cerise, pink cloth apron will be provided for those serving meals to residents or members as required (including to agency colleagues). These should only be worn when necessary (i.e., whilst engaged in work which requires infection control or when assisting residents with food). These should not be taken home as they are laundered in house. * Non-kitchen colleagues should only enter the kitchen if they are wearing a long clean white coat over their clothes. A supply of these should be kept outside the kitchen door. |

Appendix 2: Uniform Allocation

|  |  |  |  |
| --- | --- | --- | --- |
| **Roles Wearing Tunics and Trousers**  (e.g., Care Workers, Nurses, Housekeeping) | **Hours of Work** | **Hours of Work** | **Hours of Work** |
|  | **0 – 10 Hours** | **0 – 10 Hours** | **0 – 10 Hours** |
| **Tops** | 1 | 2 | 4 |
| **Trousers** | 1 | 2 | 3 |
| **Catering**  **Colleagues**  (e.g., Chefs and  Kitchen  Colleagues) | **Hours of Work** | **Hours of Work** | **Hours of Work** |
|  | **0 – 10 Hours** | **0 – 10 Hours** | **0 – 10 Hours** |
| Jacket | 1 | 2 | 4 |
| Trousers | 1 | 2 | 3 |
| Polo | 1 | 2 | 3 |
| Apron | 1 | 2 | 2 |
| Guards | 1 | 2 | 3 |
| Hats  3 Options | 1 | 2 | 2 |
| **Maintenance,**  **Gardner, and**  **Driver Colleagues** | **Hours of Work** | **Hours of Work** | **Hours of Work** |
|  | **0 – 10 Hours** | **0 – 10 Hours** | **0 – 10 Hours** |
| Green Polo | 1 | 2 | 4 |
| Fleece | 1 | 2 | 3 |
| Trousers | 1 | 2 | 3 |
| **Roles Wearing T-shirts**  (e.g., MHA Communities,  Activities Coordinator,  Reflexologist) | **Hours of Work** | **Hours of Work** | **Hours of Work** |
|  | **0 – 10 Hours** | **0 – 10 Hours** | **0 – 10 Hours** |
| Orange T-Shirts | 1 | 2 | 4 |
| Pink T-Shirts | 1 | 2 | 4 |

Appendix 3: Uniform Laundry Guidance

* + 1. Day to day washing of your uniform at home:
  + Uniforms should be washed regularly at 40°C, ideally with an antibacterial detergent or agent (included in some washing powders for example Aerial antibacterial detergent or available separately, for example Sainsbury’s Antibacterial Laundry Cleanser).
  + Including an antibacterial sanitizer kills 99.9percent of bacteria, even washing below 30 degrees.
  + Washing at a lower temperature also saves electricity and improves our carbon footprint.
  + Due to the nature of the fabric of the uniforms, they will quickly air dry and will require minimal ironing. Why we strongly recommend NOT to tumble dry your uniforms:
* There is an anti-wicking property that ensures that all tunics are super-fast drying.
* Polyester garments under high temperature can compromise the structure of any garment.
* Tumble drying also causes a lot of static in garments, which we know is very irritating to wear.
* On the Chefs jackets and trousers there is large component of cotton and with high heat will cause the garment to shrink.
* Overall, we will decrease our carbon footprint.
  + 1. A group of black and white labels

       Description automatically generatedThe following care labels below will be on each item of the uniform, clearly outlining the best way to care for you uniform and ensure longevity until you receive your top up uniforms at the 24 months anniversary.

Appendix 4: Uniform Decontamination Guidance – contaminated, soiled, or infected clothing

* + 1. The definition of infected or contaminated clothing applies to:
  + Clothing items contaminated with blood or body fluids
    1. The following guidance should be followed when handling and decontaminating soiled uniforms:
  + Soiled uniforms and workwear should be placed in a water soluble (alginate) bag and washed at the homes laundry facility in accordance with procedures for laundering soiled clothing.
  + Soiled or contaminated clothing should be washed separately from other clothing on a hot wash cycle at 60°C using the appropriate detergents.
  + Air dry new uniforms on a hanger, minimal to no ironing is required.
  + No tumble drying.
  + Retirement Living, non-uniformed direct or indirect care colleagues should ensure that items of clothing are washed on a 60° washing cycle, with appropriate detergent, following the above decontamination instructions.
  + The following detergents must be used in laundry facilities for contaminated clothing:

| **Brand and Name** | **Details** | **Usage**  **Guidance** |
| --- | --- | --- |
| **Saturo Stainbuddy Plus (auto feed destainer)** | * A Destainer & sanitizer for use in laundry with Destainer ability from 30oc - 95oc. Very concentrated. * Fully biodegradable. For use with auto dosing systems. * Extensively professionally tested over a number of years against bacteria. * It is effective against a number of harmful bacteria including MRSA at 40’C, E. Colli, Staph Auris and Enterococus Hirae. * Concentrate product, minimum dosing levels required giving excellent performance and removing stains. * Use in conjunction with recommended Auto-Feed dosing equipment. | * Only use with Auto-Feed Dosing equipment as installed by your Saturo provider. Do not manually dose. * Read full Safety Data Sheet to ensure the correct hazardous and first aid measure are in place. |
| **Saturo Stainbuster (powerful auto feed destainer)** | * A Destainer & sanitizer for use in laundry with Destainer ability from 30oc - 95oc. Very concentrated. * Fully biodegradable. For use with auto dosing systems. * Extensively professionally tested over a number of years against bacteria. * It is effective against a number of harmful bacteria including MRSA at 40’C, E. Colli, Staph Auris and Enterococus Hirae. * Concentrate product, minimum dosing levels required giving excellent performance and removing * stains. * Use in conjunction with recommended Auto-Feed dosing equipment. | * Only use with Auto-Feed Dosing equipment as installed by your Saturo provider. Do not manually dose. * Read full Safety Data Sheet to ensure the correct hazardous and first aid measure are in place. |

Appendix 5: How to Order Uniforms (Work Instructions)

1. Review your uniform allocation to find out how many of each item you will be able to order. Uniform allocation is decided based on your role and working hours. This will be important for the next steps.
2. Create your account on the Uniforms for Work website (**mha.uniformsforwork.com**)
3. To do this click on the New Employee button to the right of the screen and enter your personal details and employee information. Note that each colleague ordering a uniform will need to create their own account.
4. You can review your uniform allocation from this page also, as well as in the lefthand menu under “MHA Allocation”. Please make sure you only order the garments and the quantities you have been allocated; if you try to order more the page will disable. (Note that, after this initial rollout, any uniform items ordered in excess of the uniform allocation will be chargeable to the individual.)
5. When adding your role(s), if you indicate PT (part-time) or VPT (very part-time), the form will allow you to enter two job roles. If you perform more than two roles you will need to order the additional uniforms using a voucher code that you will receive from your Admin Manager.
6. You will receive a welcome email after successfully creating your account.
7. After you have created your account, you will be able to access the Client Zone from the left-hand menu.
8. In step 2 you already entered your Personal Details. You do not need to add your Addresses for this first order. Once you have placed your order in steps 4-6, it will appear under Orders.
9. Go to Shop, again from the left-hand menu. Your uniform items will appear.
10. Click on each item and enter the size you need.
11. You will also need to enter how many of each item you require, per the uniform allocation tables. Remember to order only the number of items allocated to you.
12. Add to bag.
13. After each item, click Back to MHA Shop to select the next item and add all your uniform items to the bag.
14. Do this for each uniform item that appears in your shop.
15. When you have added all your items, go to My bag in the left-hand menu and review your order.
16. Double check sizes and amounts.
17. Click on Confirm Details to send your order through to your homes / schemes main email address.
18. You will receive an email confirmation of your order.
19. And that’s it! Now you are one step closer to getting hold of the new uniform

Appendix 6: Guidance on Ordering Uniforms for Admin, Home, Housing, and Registered Care Managers

* + 1. The following steps are for Admin, Home, Housing, and Registered Care Managers:
  + Order confirmation emails will also be sent to the central home/scheme email addresses.
  + Admin managers, registered care managers or housing managers will need to retrieve these order forms and sent to [sales@uniformsforwork.com](mailto:sales@uniformsforwork.com).
  + Forms must be sent together in one email. Please do not send forms one by one.
  + Larger homes/schemes with e.g. 120 employees may split their forms across multiple emails, e.g. sending 40 forms in 3 emails.
  + VERY IMPORTANT: Orders will only become active when these forms have been emailed to Uniforms for Work.

1. Version Control

| Version | Version Date | Revision Description / Summary of Changes | Author and Review Panel | Next Review Date |
| --- | --- | --- | --- | --- |
| 3 | February 2025 | * Regular compliance review. * Updates to dress code and appearance requirements. * Inclusion of MHA’s new uniform ordering system and operating procedures. * In line with MHA’s infection control protocols [CP008], colleagues must get changed into their uniforms when they arrive at work and change out of their uniforms before leaving work. Travelling to and from work in uniform is not acceptable. | Author   * Senior Buyer * Head of People * Standards and Policy Manager * Head of Standards and Policy   Ratifiers   * Associate Director of Operations * Director of People   Review Panel   * Equality Diversity Inclusion Manager * Head of People Development * Recruitment and Onboarding Manager * Home Managers * Regional Director * Operations Support Manager | February 2027 |