



**Oifig an Stiúirthóra Náisiúnta, Acmhainní Daonna**

Feidhmeannacht na Seirbhísí Sláinte

Ospidéal Dr. Steevens'

Baile Átha Cliath 8

**Office of the National Director of Human Resources**

Health Service Executive

Dr. Steevens' Hospital

Dublin 8

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**To:**

- Chief Executive Officer**
- Each National Director**
- Each Assistant National Director HR**
- Each Assistant Chief Finance Officer**
- Each Hospital Group CEO**
- Each Hospital Group Director of HR**
- Each CEO Section 38 Agencies**
- Each HR Manager Section 38 Agencies**
- Each Chief Officer CHO**
- Each CHO Head of HR**
- Each Employee Relations Manager**
- Each Group Director of Nursing & Midwifery**
- Each Group Director of Midwifery**
- Each Clinical Director**

**From:** Anne Marie Hoey, National Director of Human Resources

**Date:** 23<sup>rd</sup> October 2020

**Re:** HR Circular 062/2020: Supporting a Culture of Safety, Quality and Kindness: A Code of Conduct for Health and Social Service Providers

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Dear Colleagues,

I refer to the attached *Supporting a Culture of Safety, Quality and Kindness: A Code of Conduct for Health and Social Service Providers* which was developed by the Department of Health. The Code of Conduct applies to all health and social service providers and individuals acting on behalf of those service providers. The primary objective of the Code is to ensure the safety of those that access our health and social services, while striving to ensure that the quality of these services is always improving. The Code of Conduct applies to all service providers who are subject to the Health Act 2004 to 2007 and the Mental Health Act 2001. It is intended to complement service providers' existing quality, safety and governance systems, and recognises the other conduct and ethical guides that members of professional regulatory bodies also have to meet.

The Code outlines responsibilities at four levels which set out the standards for service providers in relation to promoting and achieving an optimal safety culture, corporate and clinical governance and performance. These four levels include Board, Executives, Employees (all staff including direct employees, agency, contractors, students, interns, volunteers etc) and Employees with responsibility for managing and coordinating staff, resources and performance. The responsibilities are divided into four themes: Leadership and Behaviour, Governance, Systems and Supporting the Code. The Code also outlines the Key Implementation Responsibilities and implications of Breaches of the Code.

Specific additional responsibilities that apply to the staff of the HSE and HSE funded agencies are included in Appendix 2 of the Code. The Code together with Appendix 2 replaces the 2009 HSE Code of Standards and Behaviours and is introduced in accordance with Section 25(3) of the Health Act 2004 and the Ethics in Public Office Acts 1995 to 2001.

This new Code of Conduct forms part of the terms and conditions of all staff. As such, it is incumbent on the HSE and Section 38 hospitals and agencies to ensure that all staff receive a copy of the Code and are informed that it forms part of their terms and conditions of employment. All new contracts of employment should contain a provision informing the post holder that s/he is required to abide by the Code of Conduct and that failure to abide by the terms of the Code may result in disciplinary action up to and including dismissal.

Please ensure that this Circular is brought to the attention of all relevant managers in your area of responsibility and that they are informed of the requirement to communicate the Code of Conduct within their teams.

## Queries

Queries from individual employees or managers should be referred to local HR/Employee Relations Departments. Please note that the National HR Help Desk is also available to take queries on 1850 444 925 or email: [ask.hr@hse.ie](mailto:ask.hr@hse.ie).

Queries from HR Departments on the contents of this Circular may be referred to Mary Ruane, HSE Corporate Employee Relations, HR Directorate, 63-64 Adelaide Road, Dublin 2. Tel: 01 6626966, Email: [info.t@hse.ie](mailto:info.t@hse.ie).

Yours sincerely,



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**Anne Marie Hoey**  
**National Director of Human Resources**



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