

# Living our Values



# Our Values and what they mean



It is now widely accepted that it is not what somebody does but how that task is carried out that really makes a difference to how our patients, service users and our staff evaluate the quality of a service.

This document sets out the four core Values for the Trust which will form the framework for how we deliver services and relate to one another. Each of the Values is accompanied by a set of behaviours which were developed by staff from across the organisation.

In addition to over 1,500 members of staff, our Values were developed with the input of our patients and service users. This gives them a real strength and reinforces the importance that they form the foundation of all that we do.

The links between clear values and strong culture to better outcomes and patient experience are now well established. By making a personal and team commitment to live up to our Values every day, we can ensure our services meet and exceed the expectations of our patients and service users.

**Tracey Fletcher**  
Chief Executive

# Our Values

## Safe

We will do everything we can to make our services as safe as possible and create a positive learning environment.

## Respectful

We will treat others as we would expect ourselves or our families to be treated and cared for.



## Personal

We will provide care which addresses individual needs and focuses on our patients, service users, their families and carers, and our staff.

## Responsibility

We will take responsibility for our actions and any problems that we come across – we lead by example.



# Safe

We will do everything we can to make our services as safe as possible and create a positive learning environment.

We will do this by:

- being open and honest when we get things wrong, and doing all we can to correct and learn from our mistakes
- listening to our staff, patients, service users and their carers and using their feedback to improve services
- ensuring that we have the right staff, with the right skills, caring for each patient
- constantly monitoring standards of care and responding quickly if there are concerns

## A personal commitment to live the Values

### I will...

- take responsibility for providing safe, harm-free care to every patient and service user
- be open and honest about safety and report any risks or safety concerns that I come across
- reflect on and learn from mistakes and incidents
- communicate clearly and effectively with colleagues at all times
- seek advice or support when I come across an issue that is outside of my competence
- share best practice with others and encourage a learning environment
- have the confidence to challenge, innovate and look for better ways of doing things
- take responsibility for maintaining my skills and knowledge, including keeping my statutory and mandatory training up to date
- have regular supervision and appraisals

### I will not...

- tolerate or engage in practice that is inconsistent with clinical guidelines and best practice
- take risks and work outside of my professional competency
- avoid reporting incidents or mistakes
- blame others or criticise colleagues when things go wrong
- show a lack of interest in learning for the benefit of myself and my service



# Personal

We will provide care which addresses individual needs and focuses on our patients, service users, their families and carers, and our staff.

We will do this by:

- ensuring that relationships with patients and service users are founded on compassion, empathy and kindness
- appreciating each person as an individual and addressing their specific needs
- actively listening to and involving patients and service users in decisions about their care
- providing continuity of care through good communication and teamwork

## A personal commitment to live the Values

### I will...

- respond with humanity and compassion to each person's need
- treat each patient and service user as an individual, taking time to listen to and understand their needs and concerns
- adopt a flexible and creative approach to meet individual needs
- remember it is the little things that can make the biggest difference
- work as part of a team to overcome difficulties
- stop to help patients, service users, colleagues and visitors who are in need of assistance
- understand how my role impacts on patient care

### I will not...

- fail to listen to the individual needs and concerns of each patient or service user
- make judgements and assume I know what is best for the patient or service user
- ignore a patient or service user who is in need of my assistance
- follow standard approaches which fail to recognise individual patient or service user needs
- appear to be too busy, or have insufficient time, to give my full attention



# Respectful

We will treat others as we would expect ourselves or our families to be treated.

We will do this by:

- treating everyone with dignity and respect
- listening to others and valuing their contribution
- providing services that meet the diverse needs of our communities
- valuing and supporting the health and wellbeing of all our staff

## A personal commitment to live the Values

### I will....

- treat others as I would expect to be treated
- introduce myself and explain my role, and the care I am about to provide
- respect the expertise of patients, service users and colleagues
- take time to listen and understand other people's views
- be aware of, and take responsibility for, how my behaviour and communication style affects other people
- only communicate in English in the presence of others
- challenge others if I experience behaviour that is not respectful
- help and support my colleagues so that we work well together to achieve our team goals
- recognise that people are different and adopt a non-judgemental approach
- value other people's time by making sure I am punctual, professional and deliver on the commitments I make

### I will not.....

- ignore or avoid people, demonstrate rudeness, impolite or aggressive behaviour
- disregard or overlook specific concerns, requests or preferences expressed by others
- undermine colleagues or pursue a course of action that is at odds with what has been agreed
- walk past someone who looks like they may benefit from my help
- make inappropriate generalisations about other people, or be dismissive of their culture or background
- talk about sensitive issues in public where others can hear



# Responsibility

We will take responsibility for our actions and any problems that we come across – we will lead by example.

We will do this by:

- being open and transparent about our performance and setting challenging improvement targets
- thinking differently and looking for new and innovative ways of working
- ensuring our care is evidence based and follows best practice
- doing the right thing, even when it is difficult

## A personal commitment to live the Values

### I will....

- strive to be the best I can and will act as a role model for others
- take responsibility for resolving problems that I encounter in my work, even if they are beyond my job role
- follow through on the commitments that I make
- reflect on my own performance and challenge myself to improve
- seek out opportunities to stretch and develop myself
- accept feedback and see it as an opportunity for improvement
- have a 'can do' and 'will do' approach
- continuously improve my competence, knowledge and skills through life-long learning
- maintain a professional appearance at all times, including wearing the correct uniform and my name badge

### I will not....

- actively resist change and avoid adopting new ways of working
- avoid or be dismissive of constructive feedback
- blame others or find excuses for my performance or behaviour
- assume it is someone else's job to deal with a problem I encounter



*Caring for you...  
caring for our community*