

Everyone Matters

Our values and behaviours

SAFETY

- We provide a clean safe environment for everyone.
- We take responsibility for everything we do.
- We challenge and respond to improve quality for everyone.

RESPECT

- We recognise, value and respect everyone around us.
- We treat everyone with dignity and kindness.
- We are polite and professional.



COMMUNICATION

- We actively listen to our patients, their relatives, carers and our colleagues.
- We are honest and open.
- We encourage and welcome feedback.

LEARNING

- We promote and encourage learning.
- We motivate, train and develop ourselves and others.
- We recognise and celebrate achievements.
- We learn and develop from incidents, complaints and compliments received.

CARE

- We are caring and compassionate.
- We offer comfort and show support and understanding.
- We involve patients and their relatives in their care.
- We care about our staff and their welfare.
- We respect privacy and confidentiality at all times.