

Values and Behaviours for the delivery of Health and Social Care Services

Overarching Principles - Statement

We, as the health and social care workforce, will deliver support to people in a consistent manner. We will be creative with a commitment to self-awareness and person centred care.

Our services will be delivered by an emotionally intelligent workforce with a commitment to listening and learning.

We will communicate effectively in an open and honest manner.

Person Centred – Value One

Behavioural statements – Through our actions ...

- ✓ We are flexible and responsive in our approach to people and their representatives
- ✓ We empower people and their representatives to be fully involved in the decisions around their support
- ✓ We have honest conversations with people and their representatives, and keep them informed about what is happening next

Empathy – Value Two

Behavioural statements – Through our actions ...

- ✓ We listen with interest to develop an understanding and respect for people's differences, choices and circumstances, focusing on what matters to them
- ✓ We treat people with the same trust and belief as we would wish to be treated ourselves
- ✓ We maintain people's humanity and dignity

Collaboration – Value Three

Behavioural statements – Through our actions ...

- ✓ We respect the views and opinions of all involved, working collectively to deliver the best possible experience and outcomes for the people and their representatives
- ✓ We are honest, open and transparent in our communication, regularly sharing information
- ✓ We are accountable for our actions recognising the impact this has on people and their representatives