

Our behaviour framework



We are caring, compassionate and put people at the heart of everything we do

What this looks like:

- Being welcoming and friendly.
- Taking the time to show care and kindness.
- Building positive patient, client and colleague relationships.
- Ensuring patients and clients have a voice in their care and support provision.
- Respecting and maintaining people's privacy and dignity.
- Going the extra mile.

We are professional and fair

What this looks like:

- A commitment to fairness, respect, equality, diversity, inclusion and engagement.
- Overcoming barriers to access.
- Actively listening to feedback.
- Honesty and openness.
- Supporting patients' and clients' expectations.
- Checking in on our own, and each other's wellbeing.

We work collaboratively, engage positively and are personal and supportive in our approach

What this looks like:

- Positive attitude.
- Encouragement of excellence in others.
- Sharing of knowledge and learning.
- Working together across teams and departments.
- Recognition of efforts and successes.
- Embracing partnership opportunities.

We are driven to do better, responsive and accountable

What this looks like:

- Striving for best practice.
- Dynamically driving forward ambitious change.
- Asking questions to understand.
- Confidence to challenge and escalate any concerns, including safeguarding.
- Taking responsibility for actions and using mistakes as learning opportunities.
- Following policies and procedures.