

Professional values and standards

Values	Behaviours	Love to see
 <p>Safe & effective</p> <p>We will work collaboratively to prioritise the safety of all within our care environment</p>	Safety	Shares lessons learned to help others to improve safety.
	Raising concerns	Encourages others to raise concerns about safety or attitude.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.
 <p>Kind & caring</p> <p>We will act in the best interest of others at all times</p>	Welcoming	Goes out of their way to make people feel welcome.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.
	Listen	Makes time to listen and respond to people even when busy.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.
 <p>Exceeding expectation</p> <p>We will grow a reputation for excellence as our norm</p>	Aiming High	Their positive attitude inspires others to achieve the highest levels of quality.
	Improving	Helps others to find creative solutions to problems and shares good practice.
	Responsible	Shows enthusiasm and energy to achieve excellent results.
	Timely	Always respects the value of other people's time.
	Makes connections	Helps others to understand how services connect.