The **VALUES** that illustrate why we do the things we do

- Putting patients first
- Caring with respect, empathy and compassion
- Caring for each other
- Helping to maintain people’s confidence and self esteem

- Promoting and sharing success
- Encouraging positive engagement and communication
- Being an integrated part of our Local Health Community
- Welcoming the community to our Trust

- Being visionary and creative in our solutions
- Sharing knowledge for the good of the patient, the service and the organisation

- Being respectful to individuals’ needs
- Promoting zero tolerance to all forms of abuse
- Respecting people’s right to privacy

- Delivering the best service that we can give
- Striving for excellence in everything we do
- Making a habit of always working to high standards

The **BEHAVIOURS** that demonstrate our values

- Being team focussed
- Being open, helpful and welcoming
- Being considerate and courteous
- Engaging with families and carers
- Listening when people express their needs to us

- Celebrating success
- Positively engaging in communication and supporting the flow of information and knowledge
- Seeking and sharing information to inform others
- Ensuring people feel able to complain if they wish

- Asking for and providing feedback
- Supporting a safe environment where ideas can be expressed
- Questioning why we do things
- Embracing change

- Treating everyone in the way you would like to be treated
- Being friendly, helpful and alert to individuals needs
- Using gentle, sensitive and effective communication
- Acting to alleviate loneliness and isolation

- Acting with professionalism at all times
- Embracing learning opportunities and striving to continually improve yourself
- Sharing outcomes and learning with others