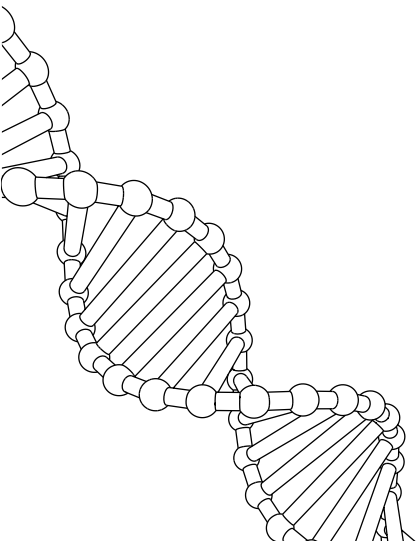


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YOUR HOSPITAL *Here to care*



# Our Right Care Behaviours

Let's make them part  
of our DNA



# Our Right Care Values



# How do we live our Right Care Values?

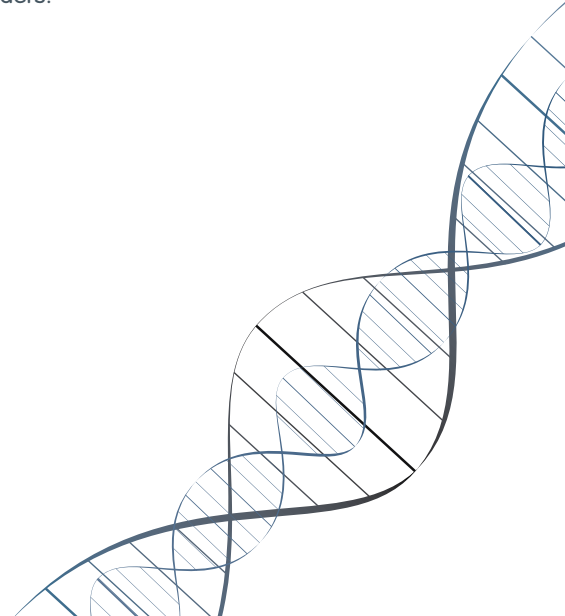
Through our behaviours and the way we work.

**This guide for all staff sets out our Right Care approach, ways of working and behaviours.**

The Behaviours have been developed with staff across the Trust and describe what we all need to demonstrate and develop as we are all Right Care Leaders.

We all need to take responsibility for delivering safe, high quality patient care and experience.

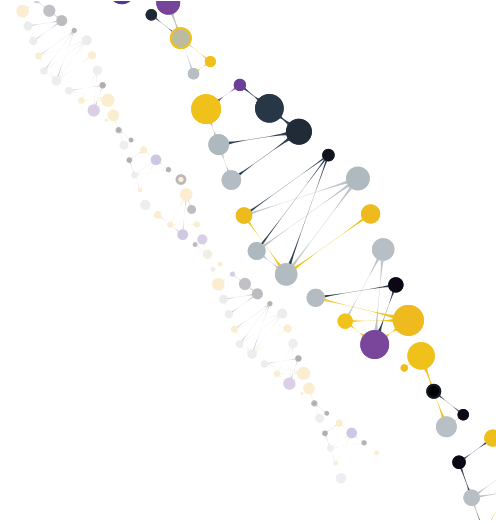
We will recruit, appraise, manage, develop and reward people based on our values and behaviours.



Remember

# Listening and Communicating

Let's make it part of our DNA



## We love to see

- You take the time and effort to understand people and their situations
- You recognise everyone as an individual and tailor communications to their individual needs
- You stand up for our values and challenge others who do not

## We expect to see

- You take time, even when busy, to actively listen to people
- You communicate frequently, clearly and respectfully
- You give and willingly receive constructive feedback
- You are visible and accessible

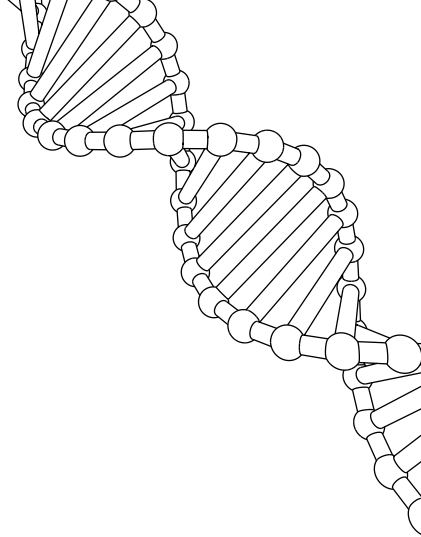
## We don't want to see

- You keep things to yourself rather than sharing information with others
- You don't listen and just assume you know best
- You are insensitive towards others

Remember

# Honesty and Integrity

Let's make it part of our DNA



## We love to see

- You are genuine and authentic in everything you do
- You are respectful to everyone and think carefully about how your actions will impact on others
- You make sure others understand the importance of acting with honesty and respect

## We expect to see

- You are open and honest when dealing with patients and staff, admitting when mistakes have happened and taking responsibility for making changes
- You respect and safeguard people's confidential information
- You are trustworthy and genuine in your dealings with others

## We don't want to see

- You do not own up to mistakes or cover them up
- You are disrespectful of others, not thinking how your actions impact on them
- You don't respect other's confidential information

Remember

# Supportive and Approachable

Let's make it part of our DNA

## We love to see

- You value and acknowledge the experiences and feelings of others
- Others see you as someone they can turn to as a source of support and advice
- You support others in difficult situations in order to get the best outcome for all

## We expect to see

- You are approachable and willingly give people your time, offering support when needed
- You are sensitive and care about people's situations and feelings
- You show empathy and compassion with patients and staff

## We don't want to see

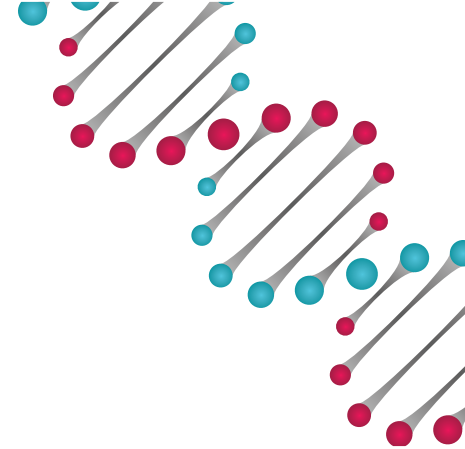
- You are judgemental of other people and their situations
- You focus on your own needs rather than the needs of patients and others
- You do the minimum required to help others



Remember

# Even Handed and Encouraging

Let's make it part of our DNA



## We love to see

- You celebrate other people's successes and encourage them to strive to be the best they can be
- You go out of your way to help others learn and develop
- You are good at mediating to ensure others can see different points of view

## We expect to see

- You are impartial in your dealings with other people, recognising everyone is different, but at the same time you are inclusive and treat people in an equitable way
- You are willing to share your knowledge and skills with others, coaching, developing and mentoring them to improve
- You recognise the different contributions others make and value them all
- You are firm, but fair when needed

## We don't want to see

- You put people down
- Treat some people more favourably than others, because you feel that is what you should do
- You don't challenge, or worse still encourage or take part in, instances of bullying, harassment and discrimination

Remember

# Patient Centred and Compassionate

Let's make it part of our DNA



## We love to see

- You always see things from the patient and family's perspective and put their needs first
- You go the extra mile for patients and colleagues
- You show passion for improving things for the benefit of patients
- You help and support people to put improvements in place for patients and staff

## We expect to see

- You take responsibility for delivering on behalf of patients
- You put the patient and the family at the centre of your work
- You are compassionate when supporting people through difficult times and look to see what you can do to help
- You are always willing to report issues in relation to patient care, safety and experience and raise concerns

## We don't want to see

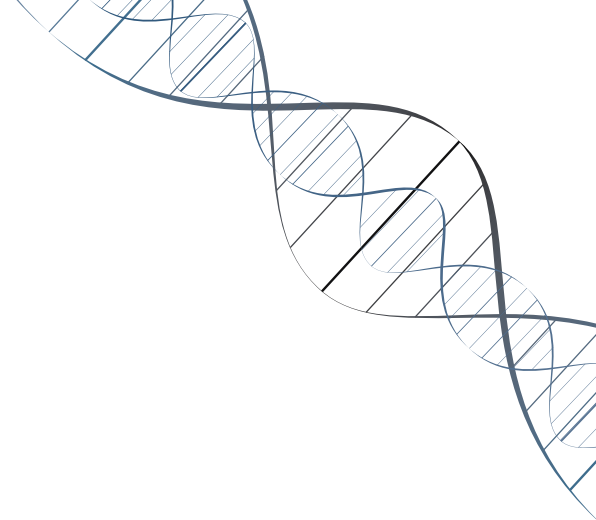
- You put your needs above the needs of patients and their families
- You are defensive when things go wrong
- You don't report or raise concerns or worries about patient care



Remember

# Lead By Example and be Self Aware

Let's make it part of our DNA



## We love to see

- You always try to be the best you can be and encourage others to do the same
- You live and breath the values and behaviours
- You are a role model and inspire others by your example
- You actively seek out best practice and embrace change

## We expect to see

- You are positive and enthusiastic about delivering Right Care
- You are open and aware about strengths and weaknesses and committed to learning and developing
- You are professional and credible when dealing with others
- You reflect on mistakes, look at best practice and learn
- You celebrate success and praise others for achievements

## We don't want to see

- You do the minimum required to get by
- You lack self awareness and don't look to improve
- You are negative and don't share or celebrate success with others
- You blame others when things go wrong
- You obstruct change or new ways of working

# Always...

