



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services

# MERSEY CARE

## People Promise and Charter







## IN OUR ORGANISATION, CARE AND COMPASSION ARE AT THE HEART OF EVERYTHING WE DO

**Our vision is to strive for perfect, whole-person care that helps people live happier, healthier lives.**

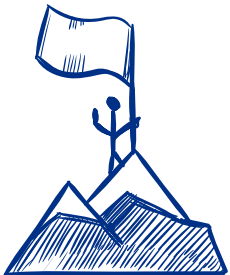
**Our mission:** *We are committed to delivering the **very best possible life-long care** in physical health, mental health, learning disabilities and addictions services. We are passionate about advancing the health of the people and communities we serve. We will achieve this through pursuing **clinical excellence** and **whole-person care**, involving the people we serve in every aspect of their care and through*

*prevention and early intervention to help people keep well and **living well at home for longer**.*

*The care we offer is **built on strong relationships**, and we will work side-by-side with our staff, other organisations, and with people and communities themselves to activate, innovate and continually improve the prevention, treatment and support we provide. Together, we believe we can **exceed expectations of the health, care and wellbeing available** to the people we serve.*

Following our Trust's growth in 2021, we took the opportunity to review and update our staff charter, values and behaviours framework to make sure it remains inclusive and relevant to all staff, including those who joined us from other organisations.

This exercise was carried out in partnership with staff, using the Your Voice, Your Choice Mega Conversations to engage with you about our future values. Our People Promise and Charter highlights what is expected of you in supporting our Restorative Just and Learning Culture and what you can expect from the Trust in return.



## WHAT CAN I EXPECT FROM THE TRUST?

- **Opportunities and support** to continually improve the quality and delivery of our services.
- **The resources** to enable me to deliver my job to the best of my ability.
- **A Restorative Just and Learning Culture** focused on person-centred care, free from discrimination and harassment, where I and my contribution is valued and I am supported in a caring and compassionate way.
- **A rewarding job** which makes a difference to the lives of our patients, colleagues, service users and their families in our wider community.
- **An individualised approach** to support, enabling colleagues, patients and carers to voice any concerns, and providing emotional and practical help in a joined up, holistic way.

## WHAT THE TRUST EXPECTS FROM ME

- **To contribute** to improving the quality of care, by prioritising the holistic health and wellbeing of our colleagues, carers and the people who use our services through great teamwork and partnerships.
- **To take ownership** of my part in the delivery of high-quality care, to courageously and compassionately challenge and speak up when standards are not met.
- **To value difference and individuality**, and show care, empathy and respect for all colleagues, carers and the people who use our services.
- **To take pride** in my work at Mersey Care, to care about my colleagues, and work together to make a difference to the people who use our services and their families.
- **To take a compassionate and supportive approach** to all, taking time to listen, act and care.

## OUR MERSEY CARE VALUES – CARES




C	A	R	E	S
<b>Continuous improvement</b>	<b>Accountability</b>	<b>Respect</b>	<b>Enthusiasm</b>	<b>Support</b>
Innovation, improvement and celebration	Commitment, agility and ownership	Belonging and inclusion	Compassionate and personalised care	Health and wellbeing
Service excellence and quality	Thriving teamwork	Respect and civility	Engagement, communication and collaboration	Restorative just and learning culture



# CONTINUOUS IMPROVEMENT




Committed to making improvements to our services for the benefit of all.

Theme	Behaviour examples which demonstrate this well... 	Behaviour examples which demonstrate this poorly...
<b>Innovation, improvement and celebration</b>	<ul style="list-style-type: none"> <li>✓ I aim for the highest standards and actively seek to continually improve and innovate.</li> <li>✓ I collaborate with others, share ideas, listen to suggestions and concerns and find ways to improve.</li> <li>✓ I reflect on and learn from experiences including mistakes, evidence, data and feedback and review progress; putting learning into practice.</li> <li>✓ I am optimistic, creative and try new ways of working.</li> <li>✓ I provide positive feedback and celebrate success, achievements and efforts regularly – I say thank you and well done.</li> </ul>	<ul style="list-style-type: none"> <li>• I work with familiar methods and past experience without questioning, seeking to improve or innovate.</li> <li>• I dismiss new ideas or discourage colleagues from coming forward with new ways of doing things.</li> <li>• I repeat errors and do not put forward changes when things have not gone well.</li> <li>• I do not try to develop to improve in my role.</li> <li>• I do not share or celebrate success, achievement or effort.</li> </ul>
<b>Service excellence and quality</b>	<ul style="list-style-type: none"> <li>✓ I ensure high-quality care, services and experiences for patients, service users and staff and do not accept substandard service.</li> <li>✓ I minimise complexity and support patients and colleagues to navigate services and systems.</li> <li>✓ I take an anticipatory approach to ensure preventative action is routinely planned and escalate safety or quality concerns in a constructive way without blame.</li> <li>✓ I minimise risk and make sure safety is continually reviewed.</li> <li>✓ I always report incidents or near misses which could cause harm, and takes steps to prevent future incidents.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not review current standards of care or monitor progress and seek to improve them.</li> <li>• I do not support patients or colleagues to take preventative measures.</li> <li>• I do not use evidence to inform decision making.</li> <li>• I do not identify risks, near misses or incidents or report them.</li> </ul>

# ACCOUNTABILITY




Taking ownership to anticipate, develop and deliver high quality care.

Theme	Behaviour examples which demonstrate this well... 	Behaviour examples which demonstrate this poorly...
<b>Commitment, agility and ownership</b>	<ul style="list-style-type: none"> <li>✓ I take responsibility for service outcomes and quality.</li> <li>✓ I always fulfil commitments and take responsibility for my work and contribute to the objectives of the team; acknowledging the work of others.</li> <li>✓ I take responsibility for maintaining and developing my skills and knowledge and share my expertise with others, encouraging their development.</li> <li>✓ I speak out and raise concerns if standards are not being maintained or behaviour is inappropriate.</li> <li>✓ I have an agile approach to work, flexing to meet changing needs and priorities and I am supportive when workloads are redistributed.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not take responsibility for service outcomes and quality.</li> <li>• I do not deliver on agreed commitments or contribute to the achievement of team objectives.</li> <li>• I take credit for colleagues' work.</li> <li>• I work to my own agenda without consideration for my team members.</li> <li>• I do not challenge inappropriate behaviour, policy or process.</li> <li>• I have a preferred method of working and struggle to change direction or accommodate additional responsibilities.</li> </ul>
<b>Thriving teamwork</b>	<ul style="list-style-type: none"> <li>✓ I act with integrity and work with the team to deliver best quality.</li> <li>✓ I understand my role in a team and the impact of my behaviour upon others.</li> <li>✓ I consistently contribute to team health and performance.</li> <li>✓ I get to know team members and colleagues and appreciate the strengths and contributions of others.</li> <li>✓ I contribute to the development of the Team Canvas; working collaboratively to deliver shared team purpose, objectives and deliverables.</li> <li>✓ I role-model the team operating principles.</li> </ul>	<ul style="list-style-type: none"> <li>• I work in isolation within the team without consideration for the needs of others.</li> <li>• I am unsupportive or dismissive of others.</li> <li>• I do not willingly share the workload or difficult tasks.</li> <li>• I do not work to deliver the team purpose or objectives or deliverables.</li> <li>• I do not work within the team operating principles.</li> </ul>



How we treat others in an inclusive and supportive way.


Theme	Behaviour examples which demonstrate this well... 	Behaviour examples which demonstrate this poorly...
<b>Belonging and inclusion</b>	<ul style="list-style-type: none"> <li>✓ I am empathic, understanding and respectful of other experience, circumstances, faith and personal characteristics, and consistently treat all with courtesy, dignity and respect.</li> <li>✓ I take time to listen, understand, empathise and help others; seeking other people's views and inviting people to participate.</li> <li>✓ I celebrate diversity, learn from the lived experience of the people around me and work to promote equality, diversity and inclusion so everyone feels they belong.</li> <li>✓ I recognise my own biases, and take action to reduce the impact.</li> <li>✓ I speak up and encourage others to speak up, when behaviours are not inclusive, and challenge discrimination, intimidation, abuse or bullying.</li> <li>✓ I actively engage in self-development relating to anti-racism and anti-discrimination practices and thinking.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not listen, acknowledge or understand the views, concerns, emotions, experiences or roles of others.</li> <li>• I lack insight into and appreciation of the diversity of colleagues and the communities we serve.</li> <li>• I exclude others based on their differences/individuality.</li> <li>• I show reluctance to accept my own biases, faults and weaknesses.</li> <li>• I do not challenge discrimination, intimidation, abuse or bullying.</li> <li>• I exhibit discriminatory behaviour which harms others - whether indirect; subtle or unintentional.</li> </ul>
<b>Respect and civility</b>	<ul style="list-style-type: none"> <li>✓ I am courteous and civil and I include, acknowledge and respect others.</li> <li>✓ I am polite, helpful, caring and kind.</li> <li>✓ I ask people how they feel, put myself in their shoes and act to support them.</li> <li>✓ I provide constructive feedback and praise, challenge in productive ways and escalate issues.</li> <li>✓ I effectively communicate and share information with others and I include others in meetings or conversations.</li> </ul>	<ul style="list-style-type: none"> <li>• I disrespect, belittle, undermine, patronise or humiliate others, individually or publicly.</li> <li>• I am impolite, aggressive (verbally or physically) or rude to my colleagues.</li> <li>• I impose my view on others and criticise other people's views and opinions.</li> <li>• I give inappropriate or unhelpful negative feedback.</li> <li>• I do not communicate or share information with others and exclude them from meetings or conversations.</li> </ul>



# ENTHUSIASM




Demonstrate our passion and pride for what we do and how we do it.

Theme	Behaviour examples which demonstrate this well... 	Behaviour examples which demonstrate this poorly...
<b>Compassionate and personalised care</b>	<ul style="list-style-type: none"> <li>✓ I always place the patient or service user first and at the centre of my work.</li> <li>✓ I consistently treat patients and colleagues with compassion, kindness, courtesy and respect.</li> <li>✓ I listen to patients and make sure they can contribute to their own health and wellbeing.</li> <li>✓ I make sure care is personalised to the needs and circumstances of the patient and their family and include preventative measures within any plans and advice.</li> <li>✓ I recognise if or when things are not going well and escalate appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not treat patients or colleagues with compassion or empathy.</li> <li>• I am negative, unapproachable and inflexible towards patients and colleagues.</li> <li>• I do not attempt to understand the views and opinions of others.</li> <li>• I do not check in with someone who may be struggling or offer support.</li> </ul>
<b>Engagement, communication and collaboration</b>	<ul style="list-style-type: none"> <li>✓ I am approachable, helpful, interested and optimistic and show enthusiasm for my work.</li> <li>✓ I collaborate, involve and communicate with others regarding the needs of patients or service users; enabling patients to benefit from the expertise of multiple stakeholders and to experience integrated, personalised care.</li> <li>✓ I make sure patients are supported to be involved in the development of their own care plans, taking a preventative approach to their health, to stay well longer.</li> <li>✓ I actively listen, and make sure others feel listened to, validated and important and act on what I have heard.</li> <li>✓ I communicate clearly, openly and effectively through verbal, non-verbal and written communication and I provide clear reasons for decisions.</li> <li>✓ I talk positively about Mersey Care.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not involve or engage patients or colleagues appropriately.</li> <li>• I do not listen and make decisions without involving or informing others.</li> <li>• I am unwilling to listen or understand issues or concerns raised by patients, families or colleagues.</li> <li>• I withhold information or provide information in an unclear or inappropriate way; for example, by using jargon.</li> <li>• I deliver functional care without consideration for the needs or circumstances of the patient.</li> <li>• I seem uninterested and show little energy or enthusiasm in the work I do.</li> <li>• I speak negatively about Mersey Care.</li> </ul>



## Actively supporting others with compassion and courage.

Theme	Behaviour examples which demonstrate this well... 	Behaviour examples which demonstrate this poorly...
<b>Health and wellbeing</b>	<ul style="list-style-type: none"> <li>✓ I invest in and role-model self-care, managing workload and preventing burn out.</li> <li>✓ I promote a culture of holistic health and wellbeing.</li> <li>✓ I encourage time and space to support reflection and building resilience for myself and others.</li> <li>✓ I recognise when support is needed for myself or others and takes positive action – from having a conversation, to making a referral or self-referral to staff support, counselling, Occupational Health and Wellbeing, Chaplaincy Service etc.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not manage my time effectively.</li> <li>• I lack compassion for colleagues or patients who are having a difficult time or are unwell.</li> <li>• I do not stop to reflect or identify opportunities to build resilience for myself or others.</li> <li>• I do not offer support to others.</li> <li>• I do not recognise individual needs, requirements or preferences.</li> </ul>
<b>Restorative just and learning culture</b>	<ul style="list-style-type: none"> <li>✓ I help to create psychological safety that enables openness and honesty; encouraging others to contribute.</li> <li>✓ I learn from experience and use this as an opportunity to develop and grow, sharing learning with others and making positive changes.</li> <li>✓ I voice concerns with respect and in a non-judgmental way.</li> <li>✓ I try to understand the cause of incidents or near misses or something unexpected without blame, and I always take steps to learn from incidents and prevent them from recurring, escalating appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• I do not recognise when things are not going to plan and expect others to address problems.</li> <li>• I blame others for mistakes rather than considering what has gone wrong.</li> <li>• I make judgement and decisions without taking time to find out and understand all the relevant information.</li> <li>• I do not learn from situations and experiences.</li> </ul>







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