

## Our values and behaviours Delivering high quality CARE



Cornwall Partnership  
NHS Foundation Trust

### Our values and behaviours

Our values and behaviours are based on feedback and ideas given by Trust staff, patients, carers, governors and the partners we work with as a result of an extensive consultation discussion.

Following this, a group of staff from all Trust services recommended the Trust values, based on the consultation feedback, to the Trust Board for approval.

These are the values we will embrace when dealing with our patients, carers and families, our partners and each other at work.

Through these values we aspire at all times to *Deliver high quality CARE.*

Our values are important to us in everything we do: -

- How we behave with patients, their carers, the partners we work with and with each other.
- Our business and service planning and how we all make decisions.
- The selection and appointment of colleagues with the same values to work in the Trust.
- Staff experience at work, including induction and training, appraisal, communication, problem solving and organisational change.



## Our standards

Sharing good practice, ideas and decisions.  
 Defined and understood goals.  
 Enabling people to build confidence and reach their full potential.  
 Commitment to life-long learning and keeping up to date.  
 Empowering people to live well and make choices.  
 Always striving to make a difference.

## Our behaviours

Visible and responsive.

Enthusiastic in all that we do.

Working with people as equals and welcoming their views.

Inclusive, trustworthy and flexible to meet individual needs.

Acknowledge and praise good work.  
 Celebrating success.

## Empowering people



## Respecting individuals



Make time for people, being punctual.  
 Working as a team, always being inclusive.  
 Polite, courteous, friendly manner in all that we do.  
 Respecting an individual's privacy.  
 Creating a welcoming, safe and non-judgemental environment.  
 Keeping people informed.  
 Offering alternatives and choice.

## Our behaviours

Listening and understanding before giving a view and making a decision.  
 Speaking up if respect or dignity is compromised.  
 Open, honest and transparent, always being accountable and consistent in everything we do.  
 Valuing diversity and being a champion of people's rights.

## Our standards

## Our standards

Person centred.  
 Holistic approach. Valuing everyone as an individual.  
 Accessible services. Treating people as equals.  
 Always showing kindness and understanding.

## Our behaviours

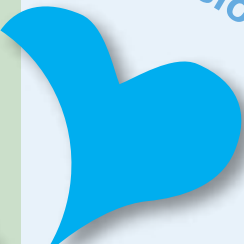
Empathy and non-judgemental in all that we do.  
 Welcoming and approachable.

Flexible and adapting as required to meet individual needs.

Helping people to access the right services and information that they need.

Going the extra mile.

## Compassionate services



## Achieving high standards



## Our behaviours

Consistent and accountable in everything we do.  
 Organised and using our time effectively.  
 Seeking and being open to feedback from colleagues, patients, carers and our partners. Being responsive to and acting on feedback.  
 'Can do' attitude.  
 Challenging poor practice.

## Our standards

Evidence-based practice to achieve clinical excellence.  
 Always open to new ideas and feedback to support improvements to our services.  
 Always speaking up if there is a safety issue.  
 Commitment to continual learning and our professional standards.  
 Working together as a team and supporting each other in the delivery of high standards.