

Dignity and respect

This means staff

treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability

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take time to listen to people; think about what needs to be known about the person to provide care to them

communicate in an open, accurate and straightforward way using appropriate language

allow people to maintain their dignity and feel comfortable, particularly when receiving personal care

protect and respect p

check with people about how they want to be addressed and use humour appropriately

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want to be cared for

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relationships and facilities

respect the position of trust they have with people who need care and support and customers

deal sensitively and appropriately with behaviour that challenges.

Learning and reflection

This means staff

commit to learning and developing themselves in their work

are self-aware and regularly reflect on the work that they do, how they do it and the impact they have on those being supported

are honest and transparent and not afraid to say when they have done something wrong

support, coach and mentor people who need care and support and/or other staff to enable them to learn new skills and increase their self-esteem

seek, reflect on and learn from feedback from colleagues, services users and their families

are open to learning from o

Working together

This means staff

empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions

communicate options and offer realistic choices to people who need care and support

build two-way relationships of trust with colleagues, service users and other stakeholders

commit to working with and supporting others as part of a team

communicate effectively with others, using detailed and appropriate communication, including handover tools

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adapt their approach according to the individual, situation and context

develop local networks and involve other professionals

Commitment to quality care and support

This means staff

are committed and passionate about doing anything they can in their work to make people who need care and support's lives easier

contribute to delivering person centred care, putting the service user or customer at the heart of everything they do and helping them when they need it

give people who need care and support their full attention

are authentically warm, kind, empathetic, reliable and compassionate in their actions

are professional and act with integrity at all times

are flexible and proactive responding calmly to what goes on in the day

have clear boundaries with customers and people who need care and support and follow procedures and guidelines in their work

are prepared to take positive risks, clearly explaining the consequences of risks to others

take personal responsibility for ensuring they contribute to the provision of excellent, safe and effective care

