

Refreshed We Care Values



**Care.
Excellence.
Respect.**

**Let's make our Trust the best for
patient care and a great place to work**

What we strive for

Care

We look after each other and deliver the best care for patients

Respect

Teamwork, trust and mutual respect sit at the heart of everything we do at EKHUFT

Excellence

We strive for excellence in all we do and as an organisation we seek ways in which we can improve



Care

Want to see

Don't want to see

Compassionate

We treat others with kindness and respect, and in a manner we would want for our own friends and family

- I work with everybody across the Trust to put the needs of patients first
- I take time to listen and understand what people want and need
- I treat people as individuals
- I put myself in other's shoes to understand how they may be feeling
- I keep my eyes open for people who need help, and offer to help them or find someone who can

- I ignore, avoid or am dismissive of people
- I behave in a rude, abrupt or impolite way or tone
- I lack awareness of other people's feelings
- I fail to treat people as individuals
- I make excuses as to why I can't help, e.g. 'It's not my patient'
- I think only about the needs of patients in my care

Calm

We stay calm, approachable and professional even when things are tough

- I stay calm and in control under pressure
- I maintain a positive attitude
- I recognise how I'm feeling and know when to ask for help
- I understand the impact of my words and actions on others
- I treat mistakes as an opportunity for learning

- I am abrupt, rude or lose my temper when stressed and am not seen to be approachable
- I don't ask for help when I need it
- I ask people to do things in an aggressive manner
- I fail to think about the impact that my actions and words have on others



Respect

Want to see

Don't want to see

Collaborative

We work together to deliver the best possible care for our patients

- I understand the impact of my work on others' work
- I make an effort to get to know people I work with
- I share information or ideas openly that others would find useful
- I recognise others' efforts and good work
- I take joint ownership for solving problems with others
- I value the input and professional judgement of others regardless of their level or role
- I involve people in decisions that affect them or the work they do

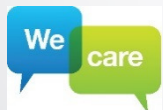
- I don't listen to other's views and make little effort to involve people in decisions that affect them
- I fail to share information with others
- I don't recognise when colleagues do good work, or take time to say 'thank you'
- I work in silo, and think only about the needs of my area
- I speak ill of colleagues or other departments
- I undermine others with what I say or do

Honest

We do the right thing and speak up when others don't

- I speak up when I see issues affecting the safety or wellbeing of others
- I challenge behaviour that is not in line with our values
- I encourage and support others to speak up when they may find it difficult to do so
- I have constructive, open conversations about what is not working, even when it is hard to do so
- I am happy to give and hear feedback

- I am dismissive of feedback or silence it altogether
- I place blame when people raise concerns
- I gossip or talk behind others' backs rather than confronting an issue
- I challenge others inappropriately, e.g. shouting, belittling
- I am quick to judge and assume the worst of others
- I make excuses for unacceptable behaviour, e.g. 'That's just what they're like'



Excellence

Accountable

We take personal responsibility for helping to deliver the best care, and always ask how we can make things better

Want to see

- I have a 'can-do' attitude and am accountable for my own performance
- I always focus on how we can do things in a safer way
- I think flexibility if things aren't working and look for solutions or alternatives
- I keep up to date with best practice
- I am open to new ideas and willing to try new ways of working
- I reflect on what went well and learn from mistakes
- I take action to address poor performance constructively

Don't want to see

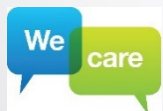
- I avoid responsibility or make excuses as to why I can't help, e.g. 'It's not my job'
- I cut corners and fail to make safety a priority in my area
- I moan about things instead of taking ownership
- I hang on to past failures
- I resist change and find excuses not to try new things
- I waste time or energy by duplicating what has been done before
- I fail to see things through or reflect on why something didn't work

Inspiring

We motivate others and take them with us

- I create clarity for people about what is important
- I explain the 'why' behind decisions, not just the 'what'
- I have high aspirations and motivate others to meet them
- I coach others to help them be the best they can be
- I role model the values and a safety culture
- I am visible and make time to support colleagues

- I focus only on my own role or service and responsibilities, and do not support or encourage others
- I don't take time to explain decisions
- I communicate only by email
- I don't trust others to deliver and have a tendency to micromanage
- I give special treatment to particular people or groups



Thank You!



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