

Our CARE Values

C
Communicating and working together

A
Aspiring and improving

R
Respectful and caring

E
Efficient and safe

Our **CARE** Values were developed through engagement with colleagues, patients, service users and volunteers.

Our vision and values set out our ambition to provide outstanding care to the people we serve and each other. They are the foundation for the way we work and interact, creating positive behaviours and promoting an open and inclusive culture that embraces diversity within our organisation.

Healthier Communities, Outstanding Care

We are proud of our improvements over the last five years at Sherwood Forest Hospitals, and we recognise we can improve further. We know good quality healthcare can only be delivered by focussing on the experience of people, be it patients and the public or colleagues you work with. Our improvements have been achieved by two central commitments to people:

- We expect all patients to receive the same standard of care we would want our friends and family to have and
- We would like all colleagues to be treated with the same values we believe are important; support, kindness and respect.

However, we know we can improve and we want to improve. We want to work with partners, we want to move beyond the boundaries of our hospitals and we want to help our local population become healthier. Over the next five years we will deliver healthier communities and outstanding care for all, working with Primary Care Networks and partners in our Mid-Nottinghamshire Integrated Care Provider and our Integrated Care System.

Healthier Communities, Outstanding Care

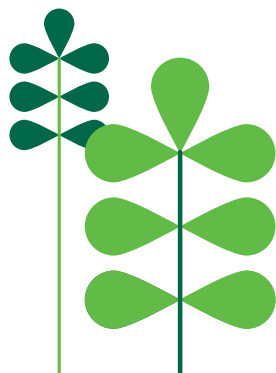
Our CARE Values and Behaviours





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Our Values		Our Standards	Our Behaviours	
			You will see that we...	You will see that we do not...
C	Communicating and working together 	We will work as one compassionate and inclusive team, involving, informing and listening to all colleagues and local communities.	<ul style="list-style-type: none"> • Provide clear, open, honest, accurate and timely information • Keep people in the loop – give regular updates • Help people to be prepared, are proactive and give information in advance • Are transparent about what's possible 	<ul style="list-style-type: none"> • Fail to record information accurately • Withhold useful information or forget to pass information on • Make little effort to explain or prepare people • Set unrealistic expectations or make false promises
			<ul style="list-style-type: none"> • Listen to and hear others' opinions • Invite people to ask questions, and answer them • Share ideas and choices and involve people in decisions that affect them • Talk with (not over) people, use people's everyday language, check people understand 	<ul style="list-style-type: none"> • Not allow people to express an opinion, impose views and opinions • Be too busy to listen or answer questions • Make decisions without involving people wherever possible and listening to others' ideas • Talk over people, use confusing language
			<ul style="list-style-type: none"> • Work as one team, pull together and include everyone • Join things up within and between teams and co-ordinate plans • Respect every member of the team as an equal and value their contributions • Understand the bigger picture and help each other to deliver 	<ul style="list-style-type: none"> • Put up barriers to communication and team working • Put our own priorities before patients or colleagues • Dismiss other's opinions, criticise colleagues in front of others • Let people down by not doing what we say we will
A	Aspiring and improving 	We will choose to work or be cared for by Sherwood as we focus on improving patient care and staff wellbeing.	<ul style="list-style-type: none"> • Focus on quality, maintain our high standards and meet expectations • Be a positive role model and strive for excellence • Take pride in our organisation • Act on concerns and challenge poor service or behaviours 	<ul style="list-style-type: none"> • Accept poor performance and outcomes • Turn a blind eye to bad behaviour, poor standards or unsafe practice in colleagues • Be openly critical about our organisation or colleagues to our patients or visitors • Dismiss complaints or ignore concerns
			<ul style="list-style-type: none"> • Give appropriate, honest and constructive feedback, help each other to improve • Celebrate successes, praise a job well done and say thank you • Speak up if there is an issue or concern • Teach, mentor, coach and develop each other 	<ul style="list-style-type: none"> • Be defensive about feedback or reluctant to give feedback to others • Focus on the negatives or choose a negative attitude • Blame others or foster a blame culture • Be disinterested in developing others
			<ul style="list-style-type: none"> • Actively seek out improvements and new ways to do things • Embrace change and learning, encourage and inspire others to make positive changes • Be innovative and creative, look for solutions • Seek out best practice and share it, aspire to be the best 	<ul style="list-style-type: none"> • Show little interest in applying new ideas or research to improve • Dismiss new ideas, refuse to try • Focus on what can't be done rather than what's possible • Ignore research or evidence based best practice
R	Respectful and caring 	We will show kindness to all, embrace diversity and challenge inappropriate behaviours.	<ul style="list-style-type: none"> • Be polite, courteous and friendly • Make eye contact and talk to people directly • Treat everyone with respect, value people's privacy and dignity, use people's preferred names • Are positive and create good rapport and welcoming environments and atmospheres so that people feel comfortable and at ease 	<ul style="list-style-type: none"> • Be rude, abrupt, shout or insult people • Ignore people or avoid eye contact • Undermine people's dignity through actions or words • Use closed body language, show irritation
			<ul style="list-style-type: none"> • Show empathy, put ourselves in others' shoes, make sure people feel cared for • See people as individuals, see the whole person, look out for people and their individual needs • Stop to help others, take the time to help • Be attentive and responsive 	<ul style="list-style-type: none"> • Make excuses for lack of compassion • Avoid people who need help, make excuses for not helping • Be judgmental or patronising, make inappropriate generalisations or assumptions • Pass the buck or say "its not my job"
			<ul style="list-style-type: none"> • Support and empathise with others • Value people's individual needs • Understand each others' skills, roles and responsibilities and respect everyone's contribution • Support people to reach their potential 	<ul style="list-style-type: none"> • Undermine colleagues, back bite • Criticise others' choices • Be disinterested in other people's aims, skills or ideas • Treat people unfairly or apply standards selectively
E	Efficient and safe 	We will be consistent and do the right thing at the right time, first time.	<ul style="list-style-type: none"> • Keep our skills and registrations up to date • Constantly improve our knowledge and take pride in our personal development • Are clear about roles and responsibilities, accept responsibility and hold each other to account for our actions • Are aware we are always on view 	<ul style="list-style-type: none"> • Let professional registrations lapse or fail to keep up with our CPD • Show little interest in learning and professional development • Absolve responsibility, pass the buck • Hold inappropriate conversations in public
			<ul style="list-style-type: none"> • Are safe, calm and reassuring, keep calm in a crisis • Keep our promises, follow through and do what we say we will • Are thorough and attentive to detail • Choose a positive, 'can do' attitude 	<ul style="list-style-type: none"> • Say or do things that make others feel unsafe or lose confidence • Say one thing and do another • Cut corners or pay little attention to detail • Moan or be negative
			<ul style="list-style-type: none"> • Prioritise, plan and manage our time and resources well, take action and make decisions • Organise processes and services so they are efficient, get it right first time • Be on time and prompt • Prevent unnecessary delays, help people to find solutions or answers quickly 	<ul style="list-style-type: none"> • Wait to be chased • Accept known inefficiencies or over complicate processes • Keep people waiting unnecessarily or without an explanation, use busyness as an excuse for persistent lateness • Make it difficult for people to access the right services at the right time