

1 2 3 4 5 Living our values

This is how we do things around here. This is how we Live Our Values.

South Staffordshire and Shropshire Healthcare **NHS**

NHS Foundation Trust

A Keele University Teaching Trust

Our Charter

This is our Charter, it outlines how we, as an organisation will communicate our shared vision and has been developed in partnership with staff, service users, carers and partners. It defines the responsibilities of the organisation and the responsibilities of our employees to help achieve sustainable quality improvements, to improve the working lives of staff and thereby improve the quality of patient care and the interactions between staff and patients.

As an employee of South Staffordshire and Shropshire Healthcare NHS Foundation Trust you can expect:

- To be treated with **RESPECT** at all times and be valued for your individuality
- To work in an environment that nurtures **HONESTY AND TRUST**; even if the conversation is a difficult one
- To work with colleagues and managers who strive to provide a **CARING AND COMPASSIONATE** environment for all; demonstrating empathy in all working relationships, supporting others when things are tough and ensuring we get it right for our service users every time
- Everyone to endeavour to **TAKE THE TIME TO TALK AND LISTEN**, recognising the busy workloads we all carry, making sure there is time built in for 1:1 discussions and team meetings to help build a culture of positivity
- Development opportunities to enable people to **WORK TOGETHER** and feel valued and supported to build strong team working internally and communicate effectively with our external partners and stakeholders to ensure clarity of roles and objectives. Managers and team leaders will **LEAD BY EXAMPLE** and encourage decision making at the most appropriate level to make a real difference to service users

In Return we expect you as an employee to:

- Show **RESPECT** to everyone with whom you interact, ensuring service users and carers are respected for their individuality, that you respect your colleagues and managers at all levels, and recognise and embrace the value and contribution of others
- Adhere to any relevant job or professional standards and at all times demonstrate that you are **HONEST AND TRUSTWORTHY**
- Be committed to and show respect and empathy for your service users or colleagues and undertake your duties in a **CARING AND COMPASSIONATE** way at all times
- **TAKE THE TIME TO TALK and LISTEN**, remember that if you only have time to say a few words, make them positive – make them count
- **WORK TOGETHER** help to break down barriers to effective service delivery, contribute to and participate in the development of your service, **LEAD BY EXAMPLE** and help your colleagues to feel valued and supported