

APPENDIX 2

A Set of Values for Home Care

Core values are the fundamental beliefs of a person or organisation. The core values are the guiding principles that dictate behaviour and action. Core values can help people to know what is right from wrong; they can help organisations determine if they are on the right path and fulfilling their business goals; and they create an unwavering and unchanging guide. There are many different types of core values and many different examples of core values depending upon the context. They help the shape the culture of an organisation.

The following four core values were agreed in the homecare stakeholder group. It is vital that the actions next to them are understood by everyone at every level in the organisation and ideally across all organisations involved in the care of an individual at home in Southwark. It is recommended that the values be used within organisations as part of recruitment, induction, supervision and appraisal **and** as a basis for strong partnership working across the system to support quality of life in home care. Everyone should model the behaviours required to make the values 'live' and not be meaningless words.

- **Respect** – we treat everyone with respect, empathy, compassion and dignity including respecting their culture
- **Integrity** – we stand by what we say, stand up for what we believe in and we don't promise what we can't deliver
- **Responsibility** – we don't shirk our responsibilities individually and as part of a team
- **Adaptability** – we keep moving and we respond to change; we use our imaginations to find new and better ways to do things.