

Our values and our pledges to patients and staff



Put patients first

- You will receive a professional standard of care delivered with kindness, dignity and respect
- We will support our staff to listen to you



Take pride in what we do

- Our staff will ensure that your care and treatment is safe
- We will ensure our staff have the right skills and resources to provide the most effective care



Respect others

- We will always treat you with the utmost kindness and respect
- Our staff will treat each other with dignity and respect



Strive to be the best

- We will ensure your care is based on clinical evidence and best practice, and delivered efficiently
- We will support our staff to deliver the best possible care 24 hours a day, seven days a week



Act with integrity

- We will be open about our mistakes and work hard to put them right
- We will listen to our staff and support them if they raise concerns

How will we deliver our pledges?

We will

- ensure that all of our patients' basic needs are met all of the time
- ensure our staff honour the pledges to patients and staff set out in the NHS Constitution
- improve the way that we include patients and their carers in decision making
- develop new ways to receive feedback from our patients
- support and develop our staff so they always act in the patient's best interest
- ensure our Board of Directors and governors are visible to patients and staff

We will

- ensure that we have the right staff with the right skills caring for each patient
- foster a safety culture which is based on transparency and openness
- implement a zero tolerance approach to avoidable harm
- continue to support our staff to develop the skills they need to provide safe high quality care
- constantly monitor standards of care and respond quickly if there are concerns

We will

- develop a range of initiatives that support our staff and help them to demonstrate the right values and behaviours at all times
- ensure staff respect their colleagues and respond positively to our diverse workforce and local community
- ensure leaders at all levels are visible and model the Trust values and behaviours

We will

- balance safety, quality and efficiency
- seek to be a national leader in patient safety
- build on Barbara's story and seek to be nationally recognised for the provision of exceptional care for our most vulnerable patients
- continue to develop our workforce so that all our staff strive to do their best

We will

- ensure our staff feel listened to
- provide regular feedback to our staff
- ensure our staff are supported always to have the courage to speak up if they have any concerns

Put patients first

- You will receive a professional standard of care delivered with kindness, dignity and respect
- We will support our staff to listen to you

How will we deliver our pledges?

Ensure the basic fundamentals of care are delivered at all times to an exceptional standard

- ensure the environment where patients are cared for is clean
- protect patients from abuse and discrimination
- protect patients from harm during their care and treatment
- ensure patients have their pain relief and medication on time
- patients will be given enough food and drink
- patients who need help to go to the toilet and to wash will have this assistance when needed
- patients will not be held against their will, coerced or denied care and treatment without their consent or the proper legal authority

All of our staff will understand and honour the pledges to patients and staff set out in the NHS Constitution

- raise the profile of our values and behaviours and ensure they are underpinned by the pledges set out in the NHS Constitution

Improve the way that we include patients and their carers in decision making

- develop a scheme to support those who have responsibility for caring for a patient with a dementia
- each clinical service will review how they include patients and carers in decision making and we will look for examples of best practice nationally and internationally

Develop new ways to receive feedback from our patients

- roll out the national Friends and Family test
- create a new integrated complaints and PALS service which is more responsive to patients and carers
- develop patient forums and involve patients in the design of our services
- continue to implement our mystery shoppers scheme

Our staff will be supported and developed to always act in the patient's interests

- all patients will know the name of the doctor, nurse or therapist looking after them
- continue the roll out of 'Barbara's story'
- dignity ambassadors will be appointed in all clinical areas
- every clinical service will have a dementia champion
- recruit and train staff on our values and behaviours
- implement and honour the Duty of Candour

Our Board of Directors, governors and senior managers will be visible and available for patients and staff to talk to and will proactively monitor the experience of care provided

- relaunch 'clinical Friday' with all senior leaders visible in the clinical areas
- our Non-Executive Directors will 'buddy' with a clinical area
- our Council of Governors will participate in the annual 'safe in our hands' accreditation audit across all clinical services

Take pride in what we do

- Our staff will ensure that your care and treatment is safe
- We will ensure our staff have the right skills and resources to provide the most effective care

How will we deliver our pledges?

Ensure we have the right staff with the right skills caring for each patient

- review how we provide a 24/7 service, to ensure we have the right clinical and non-clinical staff in the right place at the right time
- have in place an annual education and development plan for all areas
- formally review our nursing and midwifery workforce numbers and skills every 6 months
- have in place recruitment strategies for the hard-to-recruit-to areas
- our ward sisters and charge nurses will be in a supervisory role

Foster a safety culture which is based on transparency and openness

- use the range of information available that tells us how safe our services are, including mortality data, safety thermometer data and medicines errors and create a 'hub' of quality and patient experience information on our website
- make it as easy as possible to report a near miss, error or incident and ensure our staff receive feedback
- embed the use of data systems, such as the safety thermometer, and roll out across all community services
- our clinical areas will display how well they are doing

Implement a zero tolerance approach to avoidable harm

- further reduce hospital acquired infections, falls with harm and Trust acquired pressure ulcers
- all of our appropriate staff will use the WHO surgical checklist

Continue to support our staff to develop the skills they need to provide safe high quality care

- develop our simulation training to ensure it is patient driven and covers compassion and dignity
- provide communication training to our clinical staff, such as Sage and Thyme and Human Factors training
- prioritise and support our students and those in training

Constantly monitor standards of care and respond quickly if there are concerns

- continue to build and strengthen our weekly 'safe in our hands' briefing
- review our clinical governance structure to ensure it is responsive
- publish on our website and in designated clinical areas 'how we are doing' against outcomes

Respect others

- We will always treat you with the utmost kindness and respect
- Our staff will treat each other with dignity and respect

How will we deliver our pledges?

We will deliver a range of initiatives that ensure our staff can demonstrate the right values and behaviours at all times

- have leaders at all levels that are highly visible and exemplar models of the values and behaviours in action
- implement the national nursing strategy 'Care and Compassion' and the 6 C's - care, commitment, courage, competence, communication, compassion - mapped to our 5 values and supporting behaviours
- recruit against our values and behaviours and also ensure our contractors abide by them
- train and support managers on how to use and develop the values and behaviours within their teams
- develop easy ways for our staff and patients to know how we are doing – 'you said this..we did this'
- support managers and teams to live the values through offering cultural change programmes
- use our staff survey to gain feedback from our staff in order to test and improve the culture of all our services
- bring together feedback from our staff and patients and identify common themes and priority areas to work on

Strive to be the best

- We will ensure your care is based on clinical evidence and best practice, and delivered efficiently
- We will support our staff to deliver the best possible care 24 hours a day, seven days a week

How will we deliver our pledges?

Balance safety, quality and efficiency

- implement over the next five years our *Fit for the Future* programme, to raise the standards of safety, quality and efficiency in an integrated way
- implement e-prescribing and e-noting
- develop technical solutions to support record keeping in the community

Seek to be a national leader in patient safety and to achieve the best outcomes for our patients

- implement the national outcomes strategy and quality standards for the specialist services we provide

Seek to be nationally recognised for the provision of exceptional care for our most vulnerable patients

- implement our dementia strategy
- roll out our older people's training programme, building on the success within the older people's unit
- all our staff will have the appropriate level of training to care for our most vulnerable patients

Continue to develop our workforce so that all our staff strive to do their best

- develop a scheme that spots talent and develops our future leaders
- continue to develop our frontline leaders
- support staff applying to participate in programmes provided by the NHS Leadership Academy
- continue to provide junior doctors with leadership opportunities and recognise their importance to delivering safe, compassionate care 24 hours a day
- offer a coaching and mentoring programme to all levels of staff

Act with integrity

- We will be open about our mistakes and work hard to put them right
- We will listen to our staff and support them if they raise concerns

How will we deliver our pledges?

We will support our staff to ensure they feel listened to, they receive feedback and have the courage always to speak out if they see something that causes concern

- foster a culture of trust, openness and honesty by giving regular feedback
- ensure all staff have regular one to ones with their managers
- all of our staff will feel part of and meet regularly as a team
- all of our staff will have an annual appraisal and we will develop and roll out an assessment process where staff are assessed against the Trust's values and behaviours
- set up regular listening events for our staff and develop creative ways to communicate with them
- have in place a reward/recognition scheme for all of our staff
- implement Schwartz rounds to enable clinical teams to discuss the care of a patient in a safe, confidential way and for staff to learn from each other
- support our staff to be open about mistakes and learn from them
- support our staff to raise concerns and provide feedback when they do
- launch a revised whistle-blowing policy