

Our Values

How we act towards each other, our patients, carers, partners and the wider community

Eden Valley Hospice



Cumbria's Children's Hospice

Our values

1 Caring

We always remember we are here for the benefit of our patients, their families and each other

2 Dignity

We are always aware of and consider the personal circumstances of others

3 Respect

We treat everyone as an individual

4 Professional

We are accountable, honest, inclusive and never stop improving

1 Caring

	Expect to see	Don't want to see
Listens & consults	<ul style="list-style-type: none"> Finds time to talk & show interest in people. Welcomes the views & opinions of others. Involves people in decisions. Make people feel valued & included. 	<ul style="list-style-type: none"> Doesn't ask for ideas & opinions. Cuts across people when they are speaking. Makes people feel excluded.
Supportive & kind	<ul style="list-style-type: none"> Thoughtful and considers the feelings of others. Will always try to help. Provides praise and thanks. Show recognition of others. 	<ul style="list-style-type: none"> Avoids patients & colleagues that need help. Looks after own interests. Is dismissive of people's needs.
Communicates	<ul style="list-style-type: none"> Is open to sharing information. Is honest in all communication. Explains how decisions have been reached. Keeps people informed. 	<ul style="list-style-type: none"> Has favourites whilst ignoring others. Treats information as power – withholding to suit themselves. Displays unpredictable behaviour.
Compassionate & considerate	<ul style="list-style-type: none"> Displays empathy & compassion. Is patient & considerate. Is consistent and & thoughtful of other's needs Understanding and accepting 	<ul style="list-style-type: none"> Lack of self awareness. Creates barriers Being impatient & unkind Dismissive of others needs

2 Dignity

	Expect to see	Don't want to see
Consent	<p>Ensure the needs of the vulnerable and less advantaged are met.</p> <p>Ensures privacy.</p> <p>Builds relationships on trust.</p>	<p>Makes people feel exposed.</p> <p>Creates fear/anxiety by actions or words.</p> <p>Is untrustworthy.</p>
Promoting choice	<p>Takes account of needs, views and beliefs of everyone.</p> <p>Enables autonomy and independence.</p> <p>Aware of boundaries.</p>	<p>Creates barriers.</p> <p>Has a 'one size fits all' approach.</p> <p>Provides prescriptive care.</p> <p>Demonstrates prejudice.</p>
Assessing needs	<p>Challenges unacceptable behaviour.</p> <p>Aware of an individual's circumstances.</p> <p>Respects personal space.</p>	<p>Exhibits negative responses.</p> <p>Individuals made to feel humiliated.</p>
Excellence/ Excellent care	<p>Inspires confidence.</p> <p>Maintains high standards.</p> <p>A role model for care and compassion.</p> <p>Shows commitment to improving patient choice.</p>	<p>Poor care.</p> <p>Complacency.</p> <p>Incompetence.</p> <p>Makes excuses for poor performance.</p>

3 Respect

	Expect to see	Don't want to see
Relationships	<p>Respects other's thoughts, opinions and differences.</p> <p>Builds trusting relationships.</p> <p>Treats people as they want to be treated.</p>	<p>Disregarding needs.</p> <p>Breaks confidences.</p> <p>Speaks negatively externally about the hospice.</p>
Diversity	<p>Enbraces diversity.</p> <p>Takes people as they find them.</p> <p>Creates an inclusive culture.</p> <p>Actively would bring about greater equality.</p> <p>Non-judgemental.</p>	<p>Is not open to differences.</p> <p>Alienates others.</p> <p>Demonstrates prejudice.</p> <p>Intolerant of others.</p>
Self aware	<p>Caring for self/self compassion.</p> <p>Smiles and acknowledges people.</p> <p>Adapts language & style to best suit the audience.</p> <p>Gives good eye contact.</p>	<p>Disrespects others.</p> <p>Unwilling to adapt to differences.</p> <p>Unfriendly & unhelpful.</p>
Recognition & appreciation	<p>Is polite & helpful at all times.</p> <p>Believes that there is no such thing as a silly question.</p> <p>Actively works to bring about greater equality.</p>	<p>Talks behind people's back.</p> <p>Speaks negatively about others.</p> <p>Imposing decisions without consultation.</p> <p>Tunnel vision</p>

4 Professional

	Expect to see	Don't want to see
Takes personal accountability	<ul style="list-style-type: none"> Keeps their word. Owens problems until they are resolved. Makes & holds others accountable for their role & responsibility. Manages expectations. Flags up potential issues well in advance. 	<ul style="list-style-type: none"> Misses deadlines. Avoids taking responsibility. Doesn't own mistakes. Tries to discredit others.
Team player	<ul style="list-style-type: none"> Demonstrates clear commitment to the team. Is collaborative and respectful. Celebrates success. Champions a supportive, team working environment. 	<ul style="list-style-type: none"> Puts own needs first. Lets others take the strain. Is unsupportive & unconstructive within the team.
Sets a good example	<ul style="list-style-type: none"> Refers to and demonstrates the hospice values & challenges those who do not. Uses the values to guide decision making. Inspires others through best practice. 	<ul style="list-style-type: none"> Doesn't support the hospice values. Speaks negatively of the hospice.
Learns from mistakes	<ul style="list-style-type: none"> Seeks to learn, improve, develop skills for the benefit of themselves and organisation. Find solutions & avoids blaming, shaming or finger pointing. Focusses on the issues not the person. Supports and listens when things go wrong . 	<ul style="list-style-type: none"> Doesn't own mistakes. Hides behind excuses. Doesn't use errors as an opportunity to learn and develop.