

Appendix 1 - Staff Charter v6

29 August 2017

Our vision

working together to provide sustainable high quality patient-centred care for the people of Lincolnshire

Our values

Patient-centred

- we put patients at the heart of everything we do

Excellence

- we measure and continuously improve our standard, striving for excellent at all times

Compassion

- we offer you the compassion which we would want for a loved one

Respect

- we show respect for you and for each other

Safety

- we put your safety and wellbeing above everything

Our ambitions

Our staff will:

- Be proud to work at ULHT
- Always strive for excellence and continuous learning and improvement
- Challenge convention and improve care

Our patients will:

- Want to choose us for their care and be our advocates
- Shape how our services are run

Our services will:

- Be centres of excellence
- Be secure in Lincolnshire where possible
- Get things right first time, valuing patients' time

Staff Charter

The Staff Charter has been developed by our staff, for our staff across all ULHT sites to help us support each other to deliver the Trust's vision, values and ambitions.

It sets out clear expectations of 'what we expect to see from you' and 'what you can expect from us' (ULHT), describing how together we deliver consistent high quality safe care for our patients.

We have produced a behavioural framework to support the Staff Charter which gives examples of those behaviours we do wish to see and those we don't wish to see, to help us create a positive caring working environment.

Patient-centred

What we expect to see from you	What you can expect from us
You give your full commitment to provide high quality, safe patient care and support their families and carers when our patients wish or need them to be involved.	We are committed to creating the environment, support and resources required to provide high quality, safe care to our patients, families and carers.
You keep patients, families and carers up to date with treatment being delivered and communicate with integrity, honesty and respectful.	We will provide you with up-to-date information and will equip you to communicate with patients with honesty, respectfulness and integrity.
You are responsible for all patients, families and carers even when not directly in your care.	We will promote an environment where together we focus on the needs of patients, families and carers, both directly and not directly in your care.
You see things from the patient, families and carers perspective, and listen to seek understanding of their needs.	We will support you in meeting our patients' priorities.

Excellence

What we expect to see from you	What you can expect from us
You carry out your role professionally, with a smile and make time to listen to patients and colleagues.	We will be professional, smile and available to listen when you need us.
You are accountable and responsible for your actions and represent ULHT in a positive manner, both when at work and out of work.	We will set out clear accountabilities and responsibilities for all staff job roles, professions, teams/services and patients.
You are supportive, helpful and reliable, and together with your colleagues achieve the Trust's ambitions and objectives. You understand your role, its standards, expectations and objectives set.	We will lead by example and ensure positive behaviours are role modelled and deal with those that do not. We will set clear standards with realistic expectations and objectives.
You embrace new ideas and ways of working and have an innovative and resourceful approach to your work.	We value your ideas and will actively seek them out. We will consult with you when new ideas and ways of working are planned.

Respect

What we expect to see from you	What you can expect from us
<p>You are always welcoming, friendly and respectful to others. You do not bully, and you challenge those if you experience negative behaviours.</p>	<p>We will treat you with respect, value you, your professional expertise and you work. We will deal with those who bully, no matter who they are.</p>
<p>You show empathy and are considerate when discussing sensitive and confidential issues with patients and colleagues.</p>	<p>We will respond quickly, sensitively and confidentially when dealing with colleague and patient concerns.</p>
<p>You recognise people are different and will be non-judgemental, fair and equitable to all.</p>	<p>We will manage all our staff consistently, fairly and equitably and we will keep you up to date with the latest Trust news. We will inform and invite you to take part in discussions affecting your role and listen to your ideas.</p>

Safety

What we expect to see from you	What you can expect from us
You raise concerns of risk, safety and quality of patient care as quickly as possible in accordance with Trust policies.	We will keep you safe at work and listen when you raise concerns of risk, safety and quality of patient care. We will take action and feed back.
You keep you and your colleagues' working environment safe, clean and tidy.	We are committed to creating safe, clean and tidy working environments.
You adhere to Trust policies and keep up to date with your core learning.	We will challenge and take action with those staff who do not follow Trust policies and/or do not complete core learning.
You are professionally inquisitive, seeking to learn from experiences and improve what you do.	We are committed to learning and development, so that the Trust can improve what it does.

Compassion

What we expect to see from you	What you can expect from us
You meet our patients' personal daily needs sensitively and compassionately.	We will support you in putting the needs of patients and families first.
You are thoughtful of others feelings when giving bad news or negative feedback.	We will support you when giving bad news or negative feedback to others.
You will help and support those when needing assistance or guidance.	We will help and support you, when you need assistance and guidance, both at work and in your personal lives.
You take responsibility for your own health, well-being and personal needs.	We will support you in taking responsibility for your health and wellbeing, listening to you when you need us and providing support when you are not well, helping you to return to work.