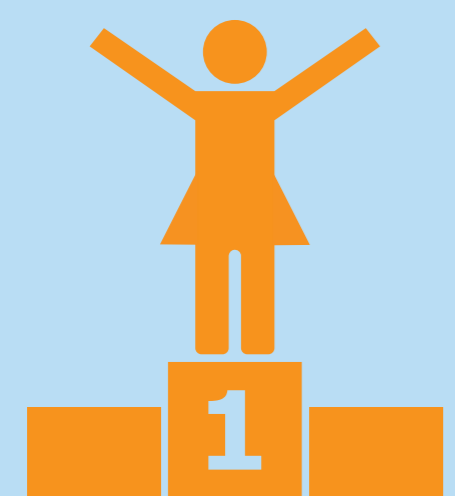


Staff charter

| Safety | | Compassion | |
|---|--|--|---|
| What we expect to see from you | What you can expect from us | 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 feedback | You meet our patients' personal daily needs sensitively and compassionately | We will support you in putting the needs of patients and families first |
| You keep you and your colleagues' working environment safe, clean and tidy | We are committed to creating safe, clean and tidy working environments | 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 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 and you can develop as individuals | 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, wellbeing 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 unwell, helping you return to work |



| 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, and providing support and the resources required to provide excellent, 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 respectfulness | 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 those directly and indirectly in your care |
| You see things from the patient, families and carers perspectives, and listen to seek understanding of their needs | We will support you in meeting our patients' priorities |



| Excellence | | Respect | |
|--|--|--|--|
| What we expect to see from you | What you can expect from us | 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 always welcoming, friendly and respectful to others. You do not bully, and you challenge those if you experience negative behaviours | We will treat you with respect, value you, your professional expertise and your work. We will deal with those who bully, no matter who they are |
| 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 create the right organisational structures and set out clear accountabilities and responsibilities for all staff job roles, professions, teams/services and patients | You show empathy and are considerate when discussing sensitive and confidential issues with patients and colleagues | We will respond quickly, sensitively and confidentially when dealing with colleague and patient concerns |
| 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 recognise people are different and will be non-judgemental, fair and equitable to all | 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 |

