



Staff charter

Patient-centred

Personal responsibility framework

| I will | I won't |
|---|---|
| Give time to care and listen to patients, responding to their needs | Ignore patients or respond inappropriately to their needs and requests, i.e. ignore call bells, fail to give eye contact or disregard others who are trying to attract my attention |
| Engage with patients, family and carers | Ignore the family or carers of patients, i.e. when they are sitting with the patient, or ask for assistance |
| Communicate with and keep patients, their families and carers, updated with what is happening in their care and involve them in decisions | Neglect to communicate with patients about their care, i.e. fail to share information or care plans, delays with their care |
| Engage with all members of the multi-disciplinary team to ensure I share and have up-to-date patient care information | Fail to be a team player and fail to communicate with my team members in decision making, i.e. work alone and fail to share information |
| Focus on the quality of care I give and seek assistance when required | Neglect to give the quality of care required or expected and fail to ask for help when needed |
| Be aware of my body language/non-verbal communication and how it aligns with my verbal communication | Be unaware of the impact of my interactions with others, i.e. asking 'how are you?' however my facial expression is tense with lips pursed and arms folded |
| Take conversations of an operational or personal nature away from patients or visitors' earshot | Be unaware of the unprofessionalism and impact of conducting conversations of an operational or personal nature on those around me |





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| Leaders will | Leaders won't |
|---|---|
| Fully support and encourage their team to deliver the care patients, families and carers need | Neglect to support their team to deliver the appropriate care for patients, families and carers |
| Communicate with their team when changes to services and individual patient care requirements are being introduced | Neglect to see the importance of updating their team with changes to services or patient care |
| Invite and encourage patient feedback and recognise the importance of listening to understand how we can improve our care | Fail to act on patient feedback and underestimate how it can improve the care given |



Staff charter



Personal responsibility framework

I will

Be aware of and know how to access Trust policies and procedures relating to my role

Be up-to-date with my core learning and role specific training

Follow Trust infection control policies and procedures to keep myself, my patients and my colleagues safe

Be fully aware and compliant with fire safety procedures and up-to-date with fire training to keep myself, my patients and my colleagues safe

Raise concerns and speak up if there are risks or I believe safety is compromised for patients, colleagues and others. I will ensure incidents are reported appropriately and timely in line with Trust policies

Ask for help and support when required

Address safety hazards I may come across throughout my working day

Look after my own health and wellbeing and take refreshment and comfort breaks throughout the day and support and encourage my colleagues to do the same

I won't

Be unaware of how to access Trust policies and procedures, i.e. fail to use the intranet or fail to ask colleagues or my manager for help

Be non-compliant with core learning and role specific training deeming myself unsafe for duty, i.e. fail to attend mandatory training

Disregard Trust infection control policies i.e. not bare below the elbows, wear inappropriate jewellery, nail varnish or unauthorised work wear

Be unaware of fire safety procedures and/or fail to attend fire training, i.e. you do not know evacuation procedures or cannot locate fire exits

Be unaware of or fail to raise risks, i.e. you do not escalate to colleagues and managers or complete incident forms

Be unaware of when I require help or assistance and not be appropriately trained/up-to-date in clinical/non-clinical procedures, i.e. not competent or trained to carry out some tasks, or do not speak up when there is a lack of support or inadequate staffing levels within my work area

Walk by and ignore safety hazards, i.e. fail to close fire doors, clean or report wet floors, pick up rubbish or raise alarms when required

Fail to look after myself, i.e. forget to take refreshment and comfort breaks



Staff charter



Personal responsibility framework

Leaders will

Ensure their team allocate time to complete core learning and other role specific training

Ensure their area has up-to-date fire safety evacuation procedures and fire equipment and that the team is fire safety trained and competent

Manage their team's safe staffing levels and have the correct skill mix to carry out their service safely, efficiently and effectively

Ensure that all staff have a local induction when they join the Trust or have moved into their area, to familiarise them with local safety and working procedures, even if only joining for one shift/day

Look after and support their team's health and wellbeing

Work collaboratively and discourage silo working and divisiveness

Deliver agreed standards and improvements in quality and safety consistent with their management role

Leaders won't

Neglect to ensure their team has time allocated to complete their core learning and other role specific training

Fail to ensure their area has up-to-date fire safety evacuation procedures and fire equipment, or have a team who are not trained and therefore not competent should a fire emergency arise

Fail to have enough staff or the correct skill mix to deliver their service safely, efficiently and effectively

Neglect to conduct a local induction resulting in staff within their area who are unaware of safety procedures and ways of working

Fail to support their team's health and wellbeing, i.e. breaks, refreshments

Fail to work with others, or discourage teamwork and fail to challenge those who are disruptive

Fail to provide the necessary quality and safety standards and improvement evidence required as part of their role

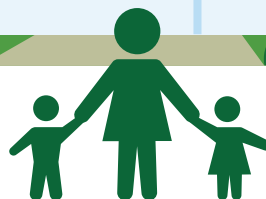




Staff charter

Personal responsibility framework

| I will | I won't |
|---|--|
| Take responsibility for my work, tasks and actions | Fail to take responsibility or neglect my responsibilities, i.e. patient care, work unfinished |
| Take responsibility for how I represent the Trust both at work and outside in all forms of communication, i.e. letters, emails, telephone, meetings, social media. Follow the Trust social media policy | Represent the Trust inappropriately when at work or outside when communicating with others, i.e. letters, emails, telephone, meetings, social media |
| Use the correct and appropriate Trust policies and channels to raise concerns or issues I may have or come across | Use inappropriate ways of escalating concerns or issues, i.e. media, social media or fail to follow the appropriate procedures |
| Be open and honest when things go wrong and take ownership and accountability | Fail to acknowledge mistakes I have made or fail to take ownership or accountability of situations I have been involved in, i.e. blame someone else for my error, hide evidence of errors. |
| Be innovative and adapt to new ways of working, embracing ideas towards the improvement of patient care and service delivery | Fail to be open to new ideas or new ways of working/block implementation |
| Be open to challenge and welcome feedback from others | React negatively to challenge and feedback, i.e. a task I carried out was not of a satisfactory standard so I act in a rude or impolite manner when receiving constructive feedback |
| Recognise the importance of learning from lessons, changing as a result and sharing this knowledge with my colleagues | Fail to listen to or acknowledge improvements which could be made |
| Be empowered to carry out my job role and if I require additional training or information will ask for help | Fail to request help from my line manager if I'm struggling to carry out my job role |
| Act responsibly when spending Trust money, and support and embrace opportunities to save money | Spend Trust money without due diligence or fail to follow Trust procedures in order to save money |





Staff charter

Personal responsibility framework

| Leaders will | Leaders won't |
|---|---|
| Be innovative, adaptable and proactive in both creating, adopting and sharing new ways of working for and with their team and service | Fail to be creative, flexible or be thoughtless to issues arising, or reject new ways of working, i.e. changes to service, changes to team skill mix |
| Be inspirational and support their team to improve themselves and service delivery | Fail to support their team's/service improvement |
| Recognise excellence, value and thank their team, in both collaborative efforts and individual cases | Fail to value their team's contributions or neglect to thank them |
| Recognise individual talent and fully support and play a part in their development and progression | Fail to progress or develop their staff |
| Empower others to aim for high standards and not accept poor practice | Fail to give their team the opportunity to raise poor standards |
| Inspire others in tough times by helping them to focus on the value of their contribution | Fail to support others to provide a caring and safe environment |
| Take full responsibility for their allocated budget and spend wisely. Be innovative in ways of saving money and encourage their team to follow their vision | Be irresponsible with their allocated budget and fail to advocate their team trying to save the Trust money, i.e. too many team members attending conferences, authorising first class train travel |





Staff charter

Compassion Personal responsibility framework

| I will | I won't |
|---|---|
| Consider others' feelings, especially when giving bad news or feedback | Be inconsiderate and matter of fact towards others with how they feel when I break bad news or give feedback. Assume others will feel the same as me, or share my views |
| Be compassionate with all those in my care, including my colleagues and take the time to understand their situation at that point in time | Fail to be compassionate or not consider or acknowledge what it is like from someone else's perspective, i.e. I won't ignore a patient in pain or consider it part of the process, or if a colleague is upset be unsupportive and ignore them |
| Always help those who require assistance and guidance | Ignore others who may need my help, i.e. ignore someone who looks lost in the hospital, ignore colleagues when they ask for help or support and expect someone else to assist them |
| Be approachable, helpful and kind | Be unapproachable, difficult to work with or unhelpful to patients and colleagues |
| Establish others understanding when I have discussed and explained their care or a task with them, and invite and encourage questions | Give instructions or information without giving the other person an opportunity to reflect or ask questions to confirm their understanding |





Staff charter

Compassion Personal responsibility framework

| Leaders will | Leaders won't |
|---|---|
| Go out of their way to build positive and caring relationships and team environments | Fail to understand the importance of a good, positive healthy team working environment |
| Be compassionate, supportive and listen to their team members in times when they find work and personal matters difficult | Be unsupportive of team members in relation to work or personal matters, i.e. a colleague's behaviour or a bereavement |
| Be accessible, listen and act with empathy and kindness towards others | Ignore their team members and be unavailable when their team or others need them, i.e. their office door is closed, they do not look up when someone is talking to them, they do not have team meetings or 1:1s |
| Offer and expect to receive constructive challenge and discourage confrontation | Be unable to discuss or receive constructive feedback without being defensive, disrespectful or rude, allowing confrontation to take place |
| Support staff when they need their help and follow Trust policies and procedures when required | Fail to support their staff when they need their help and fail to follow policies and procedures, i.e. grievances, special leave |





Respect

Personal responsibility framework



United Lincolnshire
Hospitals
NHS Trust

Staff charter

I will

I won't

Greet visitors in a welcoming and sincere way, introducing myself and my role; 'Hello, my name is...'

Fail to welcome or greet visitors or fail to introduce myself

Use respectful and appropriate greetings when in conversation with patients or answering the telephone - 'Good morning/afternoon Mr or Mrs...'

Use inappropriate or over-familiar greetings which could be deemed offensive

Treat everyone with kindness, dignity and respect

Neglect to understand the need for dignity or respect for others, i.e. failing to close curtains when patients require privacy or raising my voice at colleagues

Not have favourites and treat everyone non-judgementally, whether a patient within my care or colleagues

Treat some people differently to others and judge patients and colleagues, i.e. fail to be polite to some patients or treat colleagues differently because of their role

Be polite, honest and friendly to everyone I look after, meet and work with, and will challenge those who display bad behaviours

Bully, be offensive, act aggressively, be rude in conduct, or use inappropriate language

Treat patients with dignity and respect when caring at their bedside and at all other times

Talk with my colleagues over patients when caring for them, i.e. discussions over patients when they are in bed, or whilst being transported through hospital

Arrive punctually for work and meetings

Be consistently late for work or meetings without giving a good reason for absence or non-attendance

Be welcoming, supportive and inclusive of all colleagues within my area and to those colleagues who may come to help out in my service area on a short-term basis

Fail to welcome and support colleagues, i.e. those moved to different areas for operational reasons (bank or agency staff)



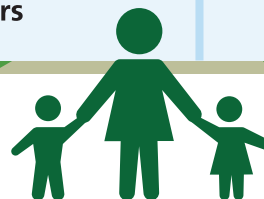
Not allow my mood to affect the way I treat others

Shout at, ignore or upset others because of how I am feeling



2021

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Excellence in rural healthcare



Respect

Personal responsibility framework



United Lincolnshire
Hospitals
NHS Trust

Staff charter

| Leaders will | Leaders won't |
|--|---|
| Treat everyone the same and fairly within their team and not have favourites | Treat some people better than others, i.e. allowing only one or a few of their team additional training, holiday allocation, promotion |
| Expect all of their team to be consistently punctual and attend work and meetings on time | Turn a blind eye or fail to challenge those who are consistently late or do not attend work |
| Be great role models, set high standards of behaviour and performance and lead by example | Have a negative approach with poor standards of behaviour and fail to seek help when struggling or unsure |
| Set and manage their team's objectives against Trust standards to improve patient care and service delivery | Set inappropriate/unachievable objectives for their team |
| Hold regular team meetings, 1:1s and appraisals with personal development plans to ensure all team members are communicated with, supported and developed | Fail to recognise the importance of holding regular team meetings or the need to communicate effectively with their team, leaving them unsupported and underdeveloped |
| Behave respectfully, consistently and fairly and make sure others do so too, even when under pressure | Behave unprofessionally when under pressure and allow others to behave in this way too |
| Collaborate with peers and understand how services fit together and recognise how the culture and politics work across the organisation, so they can help their team get things done | Focus solely on their own service at the expense of the broader services and the Trust |
| Communicate, involve and respect others when decisions are made or changes are taking place | Spring changes on others without prior discussion |



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