

Staff Charter

The Staff Charter is designed to provide staff with clarity and shared understanding regarding what is expected at work in order to ensure that we deliver user focused care of the highest quality. The organisation will only achieve its objectives and vision when all staff work together towards shared standards of practice and behaviour underpinned by strong values.

Value	Example Behaviour
1. Value and respect individuals	<ul style="list-style-type: none"> • Never be rude, shout or use bad or abusive language. Apologise if your comments do cause offence to others inadvertently. • Be prepared to be fair and transparent with comments made about colleagues. • Do not personalise comments or responses. • Responses to others should be non-punitive; Not of a derogatory nature, sarcasm, gossip or expressions that pass negative verbal or non-verbal messages.
2. Listen to the views of others	<ul style="list-style-type: none"> • Spend time listening to the views and concerns of others. • Engage in Patient Protected Time. • Attend team based meetings where you can listen to staff views. Respect others views
3. Individual care	<ul style="list-style-type: none"> • Basic courtesies/manners – person’s needs first • Meaningful and timely communication • Negotiation in forming care plan/recovery plan with service user • Responding to requests for assistance • Respond in a timely manner, e.g.: appointments, calls, concerns. • Ensure service users and carers are involved in ward rounds and all of their concerns are addressed. • Keep clients informed. • Adopt a good customer care work ethic. • Show empathy. • Confidentiality of service user’s information. • Consideration of needs and care. • Staff to be available to talk.
4. Hope inspiring environments	<ul style="list-style-type: none"> • Remaining cheerful and positive in presence of service users and carers • Maintain a cheerful demeanour at work. • Engage in therapeutic activities. • Leave conversations feeling positive. • Portray a positive and approachable body language
5. Effective Communications	<ul style="list-style-type: none"> • Being able to approach service users and carers • Clarify that your message has been understood • Demonstrate sensitivity and flexibility where there are language differences. • Ensure information is explained so others fully understand. • English to be spoken in clinical areas unless translating for a service user or carer.
6. Service Users at the heart of everything we do	<ul style="list-style-type: none"> • One to one time with named nurse every day to discuss personal matters/ward matters. • Listen to what service users and carers are saying at all times. • Encourage service users to attend community meetings.
7. Embracing diversity	<ul style="list-style-type: none"> • Treating individuals equally, irrespective of age, race, sexuality, class, physical ability, religion or gender. • Acknowledge differences and respond to them appropriately. • Recognise cultural differences and adapt your behaviour accordingly. • Allow others to express their spiritual beliefs and practices
8. Empowerment and choice	<ul style="list-style-type: none"> • Complaints and issues taken seriously. • Service users and carers are made aware of their rights and all of the facilities available to them.

Note: Staff who do not comply with values may be subject to disciplinary procedure.