

# Springdene Care Homes

## Our Values

Our values are at the core of the way our employees care for residents. They drive how we act as individuals and as a company and shape our culture. They ensure we provide good quality, personalised and effective care to our residents who need care and support.

- We take care of our residents first and are committed to quality care and support
- We focus on doing the right things and treating everyone with dignity and respect
- We are good team players and value working together
- We encourage learning and reflection, growth and development

### **We take care of our residents first and are committed to quality care and support**

This means employees:

- are committed and passionate about doing anything they can in their work to make people who need care and support's lives easier
- contribute to delivering person centred care, putting the resident at the heart of everything they do and helping them when the need it
- give people who need care and support their full attention
- are authentically warm, kind, empathetic, reliable and compassionate in their actions
- are professional and act with integrity at all times
- are flexible and proactive - responding calmly to what goes on in the day
- have clear boundaries with customers and people who need care and support and follow procedures and guidelines in their work
- are prepared to take positive risks, clearly explaining the consequences of risks to others
- take personal responsibility for ensuring they contribute to the provision of excellent, safe, high quality care and support to others
- have the courage to speak up and challenge others where they have concerns about the quality of safety of care being provided.

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### We focus on doing the right things and treating everyone with dignity and respect

This means employees:

- treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability
- accept and respect people's individuality
- take time to listen to people; think about what needs to be known about the person to provide care to them
- communicate in an open, accurate and straightforward way using appropriate language
- allow people to maintain their dignity and feel comfortable, particularly when receiving personal care
- protect and respect people's confidential personal information
- check with people about how they want to be addressed and use humour appropriately
- respect people's right to make their own decisions and choices about how they want to be cared for
- respect people's homes, family relationships and facilities
- respect the position of trust they have with people who need care and support and relatives
- deal sensitively and appropriately with behaviour that challenges.

### We are good team players and value working together

This means employees:

- empower, encourage and enable people who need care and support and other employees to do things for themselves and to make their own decisions
- communicate options and offer realistic choices to people who need care and support
- build two-way relationships of trust with colleagues, residents and other stakeholders
- commit to working with and supporting others as part of a team
- communicate effectively with others, using detailed and appropriate communication, including handover tools
- understand and respect other people's priorities
- adapt their approach according to the individual, situation and context
- develop local networks and involve other professionals when needed for additional information and support.

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## Our Values

### We encourage learning and reflection, growth and development

This means employees:

- commit to learning and developing themselves in their work
- are self-aware and regularly reflect on the work that they do, how they do it and the impact they have on those being supported
- are honest and transparent and not afraid to say when they have done something wrong
- support, coach and mentor people who need care and support and/or other employees to enable them to learn new skills and increase their self-esteem
- seek, reflect on and learn from feedback from colleagues, services users and their families
- are open to learning from others and willing to share knowledge and best practice
- know their own limits and know when to seek support and advice
- think innovatively about how to best use limited resources to come up with new ways to support people who need care and support.