

We **CARE**. It's the essence of what we do everyday. The simple smile, the way we listen, the attention to detail – it's why we chose this career. Our **CARE** values define our collective effort in providing integrated health and social care and guide our interactions with service users, visitors and colleagues. By the nature of our vocation, we instinctively embrace these values and demonstrate them in our daily work, whatever our level and whatever our role



### What our **CARE** values mean

Showing **compassion** to our service users, visitors and each other is one of the most important things we do. We promote kindness, empathy and dignity. Everyone we interact with, whether at the bedside or on the doorstep, should receive the same courtesy from us as we expect from them. We know that it may be difficult at times, but remember that simple acts of kindness and compassion can sometimes make all the difference.

We are all individually and collectively **accountable** for our work and align with the professional standards of our professions. We have established ways of working, but these should help us thrive rather than hold us back. We honour our commitments, responsibilities and relationships.

Mutual **respect** is key, whatever our level and whatever our role. We value inclusion and diversity as our differences make us stronger. We communicate thoughtfully, effectively, honestly and courageously. We create a positive open environment where ongoing learning and development and sharing of best practice is encouraged. We embrace new ideas and new solutions.

We commit to the highest standards of **excellence** in everything we do, advancing the health and wellbeing of our service users, families and each other. We champion curiosity and innovation and we work together, drawing on our unique and diverse strengths to approach challenges with optimism and creativity. We review and update our processes continually to achieve best practise.

### How our **CARE** values impact our daily interactions and decisions

- ✦ Make eye contact and smile
- ✦ Always act impartially and without judgement
- ✦ Show a genuine interest in the individual
- ✦ Maintain an engaged and personal presence at all times
- ✦ Treat others as you would wish to be treated yourself

- ✦ Take responsibility for personal and team actions
- ✦ Demonstrate the highest professional standards and ethics
- ✦ Make decisions wisely
- ✦ Observe established processes – eg be on time and follow routines
- ✦ Take pride in appearance and presentation

- ✦ Actively listen to the perspectives, values and needs of others
- ✦ Respect individual preferences and choices
- ✦ Embrace the rich diversity of personal experiences and opinions
- ✦ Behave in a way that makes the rest of the team feel comfortable

- ✦ Base decisions on evidence
- ✦ Focus on the quality and minor detail of your work
- ✦ Make little gestures that go above and beyond
- ✦ Challenge the status quo and embrace change in the pursuit of innovation and superior care
- ✦ See obstacles as challenges to positively overcome

### Summing up what this behaviour looks like

Being kind

Being responsible

Being considerate

Striving to be your best



Our **CARE** values unify us all, helping us to fulfil our vocation, collectively bringing user-centred care to every aspect of island life