



CARER-FOCUSED

Improving unpaid carers lives

This means that we:

- Prioritise the carer, listening carefully to understand their unique needs and situation, ensuring their voice is heard in decisions that impact them.
- Always act in the best interest of the carers we support, whilst remaining professional and respectful to all the people we work with.
- Take a whole family approach considering the extended support network as well as the person in front of us.
- Adapt our practices and ways of working to engage and support a wide range of carers
- Look after ourselves and each other so that we can provide support for carers
- Understand our own boundaries and limitations and knowing when to refer or ask for support – both personally and professionally.



RESPECTFUL

Treat everyone with compassion & understanding

This means that we:

- Treat everyone with kindness and respect regardless of seniority and acknowledge their contributions
- Respect and celebrate individuality and difference, ensuring that personal views and stereotypes do not influence our own behaviours or practice in the workplace
- Act professionally at all times when working with colleagues, carers, professionals and others, even when there may be disagreement or frustration.
- Recognise everyone is busy and respect their time constraints and priorities, and arrive at all appointments, events and meetings on time and well prepared.
- Work collaboratively and constructively with colleagues and other professionals, embracing a culture of 'lessons learned' rather than blame or fault finding.



EXCELLENCE

Strive for continuous improvement & best practice

This means that we:

- Actively seek ways to improve our practice, taking responsibility for our own professional development, seeking 360 feedback from colleagues and carers, and learning from others (both internally and externally).
- Increase carer support and engagement by embracing new ways of working, adapting to new technologies and sharing good practice.
- Use data, evidence and feedback to make decisions that improve self and the services and support we deliver.
- Think creatively and work collaboratively to improve processes, products, or services.
- Have and follow robust policies, processes, systems and frameworks that are based on good practice and improve operational effectiveness.
- Work together as one team, celebrating individual and shared successes but taking collectively responsibility when things don't go to plan.



INCLUSIVE

Accessible to everyone in the community

This means that we:

- Plan and deliver services and support that engage all of our communities, and adapt to their needs and circumstances.
- Provide support in the simplest, clearest and most appropriate way.
- Are committed to knowing the carers we work with and support so we can adapt our practice to meet their unique and individual needs.
- Build partnerships with, and refer to, organisations and services who may be better placed to support a carer than us.
- Work hard to reach under-represented communities.