Our Aim:

This charter sets out the minimum standards we expect from ourselves as individuals and as team, to deliver high quality driven, compassionate service to our patients and their families.

As an individual working here, I will ALWAYS:

- Treat every patient and their families with the same dignity and respect that I would want for myself & my family.
- Value and appreciate the efforts of all members of the team.
- Greet patients & families with a smile and a warm hello.
- Introduce myself to the patient and family, explain my role & welcome them to ward 1.
- When someone is in pain, always express empathy before I ask questions and try to help.
- When I am using a computer or doing essential paperwork – I will always look at the patient when the patient is talking to me or I am are talking to the patient.
- When I respond to a call button, I will always allow the patient to feel that they are my priority at that time and that I take their concern / query seriously.
- When a patient complains, I will always express sincere regret that the person is some-how suffering e.g. “I’m really sorry this isn’t what you were expecting”
- When appropriate, I will always think for myself, using my own initiative and not always rely on others to provide the solution.
- Speak up when I observe positive or negative behaviours / language that will affect the reputation of our team.
As a team, we will provide best care when we ALWAYS:

- Provide a consistent level of quality care to all of our patients.
- Provide the level of care our patients and their families expect from us.
- Ensure that all staff are informed of the needs of each individual patient on the ward.
- Maintain levels of good work and a positive team spirit.
- Motivate each other to provide the best patient care we can.
- Look honestly at areas for improvement.
- Celebrate success, big or small.
- Ensure that all team members are up to date and involved in issues on the ward.
- Care for ourselves and support each other to provide the care we would like to.

As an individual, I will provide best care when I ALWAYS:

- Treat patients with the same dignity and respect that I would give to my loved ones.
- Value and appreciate the efforts of all members of the team.
- Be caring and understanding to both patients and other members of the team.

Behaviours that we expect to NEVER observe on ward 1:

- **Failing to speak up**: Tolerating or justifying poor patient care.
- **Passing on our anxiety to patients**: Patients/families being told “we are too short staffed to………”
- **Dignity and respect being compromised in any situation**: The language we use when we provide personal care, the way we feed, the way we interact with patients and their families.
- **Failing to respond with care**: Allowing our patients to feel their concerns are trivial or inconvenient.
- **Not protecting our patients**: Any actions that cause our patients to feel unsafe or uncared for.
- **Communication that patronises**: However well intentioned, using language such as “pet, love, darling…..” or words that make adults feel scolded like children.
- **Colleagues who fail to take joint responsibility**: Assume jobs are done without checking.
- **Not protecting our staff**: Using language or displaying behaviour that causes a colleague to feel unappreciated or disrespected.