

# Northumbria Healthcare NHS Foundation Trust

## Ward 1 Charter

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### **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.

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## Ward 1 Charter (cont.)

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### **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.