

Our values and behaviours

Our values and behaviours underpin everything we do as we work together to achieve our mission.



Caring and Compassionate

We put people at the heart of what we do, showing care and compassion.

What does this mean for me?

- Creating a safe environment where people are treated with respect and dignity
- Showing kindness and empathy
- Encouraging open communication by listening to others and understanding their perspective
- Providing emotional/practical support where it's needed
- Celebrating success, taking time to thank others and valuing everyone's contribution.

What it doesn't look like:

- Thinking only of myself
- Ignoring or being dismissive of other people's opinions, feelings, ideas and contributions
- Being disrespectful or intolerant of others
- Making assumptions and being complacent.

Professional

We are professional in everything we do. We strive to do this with dedication and passion.

What does this mean for me?

- Responding to the needs of individuals and our communities
- Working in partnership with others to maintain and adhere to professional standards
- Investing in our team by providing ongoing training, development and supervision
- Striving to be leaders and innovators in Hospice care and practice
- Being an advocate for Tynedale Hospice at Home.

What it doesn't look like:

- Acting rashly without appropriate thought or preparation
- Working in isolation
- Ignoring regulations, policies and procedures
- Being unwilling to participate, share knowledge and promote best practice
- Being resistant to change and unwilling to implement new ideas or ways of working.

Trustworthy and Accountable

We are an organisation that people can trust.

What does this mean for me?

- Communicating with honesty and respect
- Taking responsibility for my actions
- Creating a safe and inclusive environment
- Striving to make the best use of our resources e.g. time, money, equipment etc
- Representing the Hospice positively.

What it doesn't look like:

- Misleading people or being dishonest
- Behaving irresponsibly
- Being wasteful with our resources e.g. time, money, equipment etc.

Positive and Can Do

We are relentless in our ambition to deliver an outstanding service to our communities.

What does this mean for me?

- Always going the extra mile
- Learning from my experience in order to continually develop an outstanding service
- Taking a flexible approach
- Fostering team spirit
- Having an enthusiastic attitude
- Embracing change with positivity.

What it doesn't look like:

- Having a 'can't do' attitude
- Being lacklustre or apathetic
- Being unwilling to see a new perspective
- Not working together.