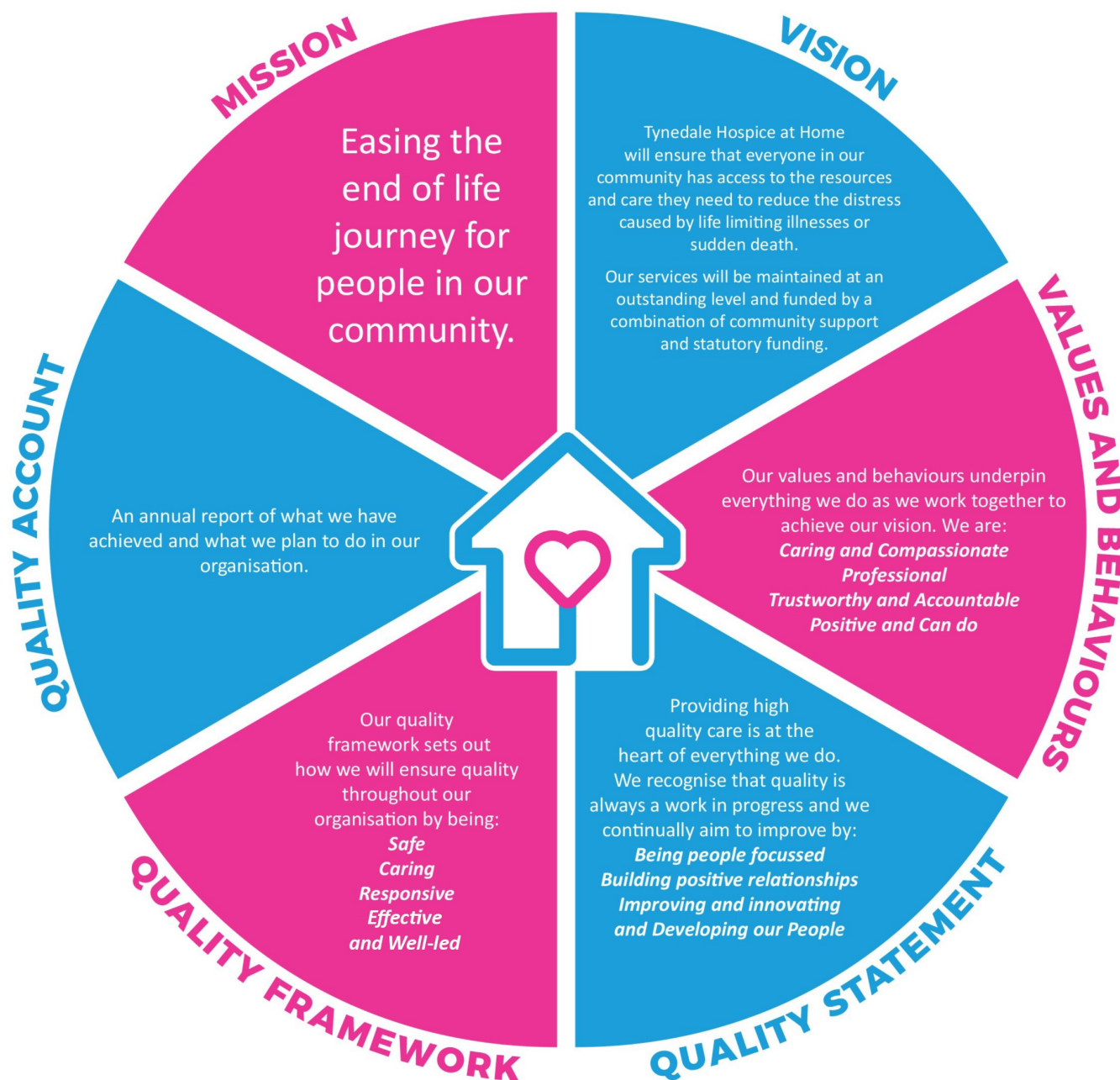


Who we are and what we stand for



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

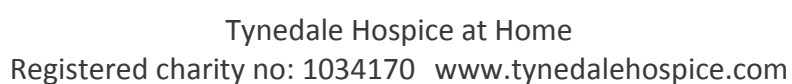
We are relentless in our ambition to deliver an outstanding service to our communities.

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.



Our commitment to quality

Our Quality Statement

Tynedale Hospice at Home's mission is to 'ease the end of life journey for people in our community'.

Providing high quality care and services is at the heart of what we do and we couldn't achieve our mission without this.

To support our commitment to quality we have:

- Developed a set of values and behaviours, in consultation with staff and volunteers, which all staff and volunteers are expected to aspire to. These values and behaviours underpin everything we do at Tynedale Hospice at Home in order to achieve our mission.
- Achieved an overall 'Good' rating in our most recent CQC inspection in November 2016.

and we are:

- Developing our first Quality Framework which sets how we intend to evaluate, manage and improve quality across the organisation. This framework is based on The Care Quality Commission (CQC) Essential Standards of Quality and Safety.

We recognise that working towards high quality is always a work in progress and as such we will continually monitor, evaluate and aim to improve our ways of working by:

- **Being people-focussed** - keeping the people who use our services at the heart of what we do.
- **Building relationships** - working with our communities and stakeholders to ensure our care and services are the best they can be.
- **Improving and innovating** - continually evaluating and improving our ways of working.
- **Working together** - our team (staff, trustees and volunteers) are the lifeblood of Tynedale Hospice at Home and by working together we achieve so much more.
- **Developing our people** (staff, trustees and volunteers) - through training and development we aim for our people to feel empowered and have the skills they need to carry out their role.

Our Quality Framework

This will set out how we intend to evaluate, manage and improve quality across the organisation.

Our Quality Account

This is an annual report of what we have achieved and what we plan to do in our organisation. We will publish our first Quality Account in March 2019.