It's about how we work

We are united by common values and behaviours to ensure we deliver the right care first time, every time.

Quality and safety are at the core of how we work at East Cheshire NHS Trust. We are committed to improving the quality of health care we provide to our patients and their families and this underpins our organisational vision and values.

Our behaviours have been developed by over 300 staff identifying what they would expect to see from themselves and their colleagues linked to the trust’s six core values. The behaviours staff have developed demonstrate the attitudes and approach they would expect to take to work; they are:

- how we do things
- how we treat others
- what we say and how we say it
- how we expect to be treated
Treat each other with respect and dignity

What we value

We value the views of our staff, patients and partners in the delivery of our services.

We care about the consequences of our decisions, large and small, on those around us. We depend on the relationships we have and respect each other and those we work with.

What is expected of me

as an East Cheshire NHS Trust employee

I am always approachable and acknowledge people in a friendly and professional way

I recognise that everyone’s time is important and seek not to waste it

I am aware of individual’s diverse needs and seek to provide the appropriate support

I listen to feedback because your opinion is an opportunity to improve

I communicate with you in a meaningful way taking into account your individual needs

I support you to deliver better results for our patients, staff and the trust

Care  Compassion  Commitment  Communication  Courage  Competency

I stand for East Cheshire NHS Trust Values

Janet
Physiotherapist

East Cheshire NHS Trust
Commit to quality of care

What we value
We are committed to improving quality, safety and the patient experience.
We value the feedback from our patients by listening to their experience and responding in order to continuously improve the care we provide.

What is expected of me
as an East Cheshire NHS Trust employee
I put the patient at the heart of everything I do
I work with you so together we can care for patients better
I set an example in the way of working so that others can see it and join in
I do not accept the way things are if they prevent progress
I admit to my mistakes and will do all I can to put them right

Care  Compassion  Commitment  Communication  Courage  Competency

East Cheshire NHS Trust
Show compassion

What we value

We are committed to providing safe quality care in a compassionate and dignified way.

By listening to staff and patients we are reminded that for a large proportion of our patients, when they are in our care it is a particularly stressful time.

We expect staff to show compassion as part of their daily work.

What is expected of me

as an East Cheshire NHS Trust employee

- I smile, introduce myself by name and welcome our patients and others
- I listen to your concerns and do my best to reassure you
- I understand how my behaviour and actions could affect the care I provide and reputation of the Trust
- I am caring and kind
- I respect the individual needs of our patients
- I ask whether our patients and others have everything they need

Care  Compassion  Commitment  Communication  Courage  Competency
Improve lives

What we value

We are committed to delivering quality outcomes, and have a thirst to learn and improve.

If something isn’t right, we correct it. By doing so we will improve the lives of our patients by preventing ill health, treating illness and alleviating pain.

What is expected of me as an East Cheshire NHS Trust employee

- I am a positive role model and inspire others
- I take a healthy approach to balancing the needs of home, work and myself
- I work with others across teams, departments and other organisations to develop our services
- I encourage others to develop in order to reach their potential
- I value your ideas and suggestions and I will empower you to improve things
- I say thank you for a job well done

Care  Compassion  Commitment  Communication  Courage  Competency

I stand for East Cheshire NHS Trust Values

George Podiatrist

East Cheshire NHS Trust
Work together for patients

What we value

We promote team work across the Organisation, both within and across Business Groups and services, wherever care is being delivered.

Whatever the strength of the individual, we will accomplish more together.

By working in different ways and united by common values, we are making sure we deliver the right care first time, every time.

What is expected of me as an East Cheshire NHS Trust employee

- I encourage us to work together for the benefit of our patients.
- I strive to achieve my objectives and support others to achieve theirs.
- I find ways to overcome obstacles.
- I provide a friendly and welcoming environment.
- I incorporate the Trust values in every day work practices and challenge those that don’t.
- I strive to do the right thing, first time, every time.

I stand for East Cheshire NHS Trust Values

Debbie
Housekeeper

Care
Compassion
Commitment
Communication
Courage
Competency

East Cheshire NHS Trust
Everyone counts

What we value

We value our customers, patients, carers and their families and treat them equally by ensuring staff have the right training to do so.

We treat others as valued individuals and will contribute to a climate of fairness and equality.

What is expected of me

as an East Cheshire NHS Trust employee

- I encourage everyone to have a voice and value everyone’s contribution
- I seek contributions from a wide variety of people and respect what they have to offer
- I strive for quality health care and better tangible results for both our patients and staff
- I respect the skills, needs and contributions of colleagues in the delivery of patient care
- I share my knowledge and offer practical support to help and develop others

Care  Compassion  Commitment  Communication  Courage  Competency

I stand for East Cheshire NHS Trust Values
Claire Learning & Development Coordinator

East Cheshire NHS Trust
Leadership

What we value

Our managers lead by example through their behaviours and professional approach to work, inspiring colleagues and their teams to reach their full potential.

What is expected of me

as an East Cheshire NHS Trust manager

- I help staff to see how their role and the work of our department contributes to the overall patient experience.
- I explain the reasons for high level decisions and strategies that have an impact on the day-to-day work of the department.
- I empower staff to act on their ideas for improvement and will assist them in removing any barriers and obstacles.
- I actively seek feedback from my staff and listen as this is an opportunity to learn and to improve.
- I am fair and consistent in order to generate trust in staff and colleagues.

East Cheshire NHS Trust

Care  Compassion  Commitment  Communication  Courage  Competency
Leadership

What we value

Our managers lead by example through their behaviours and professional approach to work, inspiring colleagues and their teams to reach their full potential.

What is expected of me

as an East Cheshire NHS Trust manager

- I recognise and reward staff for their efforts and celebrate these across the wider team so that we can learn from each others successes
- I recognise talent within my team and develop potential through training, mentoring and coaching
- I ensure that objectives for the trust are translated into achievable objectives for my staff
- I regularly monitor my teams health, safety and wellbeing and address concerns
- I support my staff and ensure their opinions and concerns are heard

Care  Compassion  Commitment  Communication  Courage  Competency
Where and how are these behaviours supported

**Recruitment**
Applicants are interviewed and selected on the basis of the Trust’s values and behaviours following behavioural based interviewing for cultural-fit as well as job fit.

**Local Induction**
Managers will provide staff with a comprehensive local induction which introduces new employees to the trusts objectives, values and behaviours.

**Reward and Recognition**
Staff demonstrating outstanding behaviour and being an advocate for the values are recognised and rewarded through the employee / team of the month scheme and annual staff awards.

**Performance management**
Staff are managed, supervised and appraised (against agreed objectives) for their work performance and behaviours reviewing the approach taken to work.

**Learning and Development**
Continuing professional development is available to all staff to encourage the Trust values and behaviours.

**Policy**
Trust values are fully supported by Trust policies, processes and guidance.

**Wellbeing initiatives**
We recognise the importance of staff wellbeing and will ensure support is available and easy to access.