



Wiltshire Health and Care Values and Behaviours



What is Wiltshire Health and Care?

Wiltshire Health and Care is a partnership, focused solely on delivering improved community services in Wiltshire and enabling people to live independent and fulfilling lives for as long as possible.

We are an NHS partnership formed by the three local Foundation Trusts which serve Wiltshire:

- Great Western Hospitals NHS Foundation Trust
- Royal United Hospitals Bath NHS Foundation Trust
- Salisbury NHS Foundation Trust

We have been responsible for the delivery of adult community health services in Wiltshire since July 2016. We have our own Board, dedicated leadership and plan. We draw on the expertise of our committed professionals, along with drive and ambition to work in partnership with organisations across Wiltshire, to care for our local population. We have a long term plan for services and know we can only achieve our aims by forming effective partnerships with primary care, social services and voluntary sector organisations and engaging with the people of Wiltshire.

Building and Strengthening Partnerships

Building and Strengthening Partnerships; this not only applies to our partnerships with patients, colleagues, teams and services but also reflects upon the importance of strong partnerships with other providers and commissioners within Wiltshire and beyond.

Through strong leadership, effective communication, listening to feedback and active involvement with all of our partners, we achieve the best possible outcomes for our people.



	You will see that we...	You will see that we do not...
Effective Communication	<ul style="list-style-type: none"> ✔ Communicate clearly with all ✔ Actively listen to patients, relatives and colleagues ✔ Share information in a timely manner ✔ Allow others the opportunity to ask questions 	<ul style="list-style-type: none"> ✘ Use inappropriate or offensive language ✘ Fail to listen to our service users and colleagues ✘ Ignore others pressures and deadlines when responding to requests
Leadership	<ul style="list-style-type: none"> ✔ Acknowledge and celebrate the efforts and successes of others ✔ Encourage ideas ✔ Go the extra mile ✔ Act as a role model to all and lead by example ✔ Have high ambitions for ourselves and others 	<ul style="list-style-type: none"> ✘ Micro-manage when others are capable of delivering without us
Involvement and Team-working	<ul style="list-style-type: none"> ✔ Work together across boundaries ✔ Encourage everybody to have a voice ✔ Ensure inclusivity and value all contributions ✔ Recognise our own limitations but will engage with peers and other providers to ensure continuity of care ✔ Work in collaboration with wider partners in health care to maximise patient experience ✔ Be proud of the roles we do ✔ Create opportunities for joint working and the sharing of ideas 	<ul style="list-style-type: none"> ✘ Work in isolated groups forgetting we are part of a wider organisation and service for the benefit of the patients ✘ Dismiss others' opinions and contributions ✘ Demonstrate a lack of engagement

Quality Care for All

Wiltshire Health and Care are committed to ensuring quality care for all. We adopt a patient centred approach which ensures patients are empowered to lead their care and to live healthy and independent lives.

We have adopted a cycle of continuous learning, utilising and extending the skills of our people. We act with compassion to ensure best practice is normal practice.



	You will see that we...	You will see that we do not...
Compassion	<ul style="list-style-type: none"> ✔ Demonstrate cultural awareness in our practices ✔ Are welcoming and friendly ✔ Show empathy and understanding ✔ Demonstrate kindness to all ✔ Value and promote privacy and dignity 	<ul style="list-style-type: none"> ✘ Lack empathy ✘ Have an uncaring attitude
People Centred	<ul style="list-style-type: none"> ✔ Prioritise the needs of our patients ✔ Involve and engage with patients and their families in care provision and in understanding their care pathway ✔ Inclusion in decision-making to enable choice and to promote self-management ✔ Actively listen to feedback ✔ Understand and support our diverse patient groups ✔ Focus on positive outcomes for all ✔ Promote responsive care practices ✔ Focus upon early intervention 	<ul style="list-style-type: none"> ✘ Fail to put our people first ✘ Allow our feelings or personal circumstances affect how we treat others ✘ Adopt a one-size-fits-all approach which leads to individual needs not being met ✘ Gain little insight into a patient's condition and the impact this has on their day to day life ✘ Accept poor practice
Culture of Learning	<ul style="list-style-type: none"> ✔ Share knowledge and ideas ✔ Identify mistakes, reflect and act upon learning ✔ Seek out feedback and share feedback with others ✔ Take responsibility for our continued professional development ✔ Recognise the skills and commitments of colleagues ✔ Utilise research and evidence based practice 	<ul style="list-style-type: none"> ✘ Do the bare minimum ✘ Fail to take action following feedback

Adapting in a Changing Community

The community around us is continually evolving and Wiltshire Health and Care demonstrate a proactive approach towards service development to ensure we are meeting the needs of our community.

We lead the way, transforming the use of technology to support patient care and the collaboration of professionals.

We are positive and innovative to ensure our services develop to meet the needs of the ever-changing population and their wellbeing.



	You will see that we...	You will see that we do not...
Service Development	<ul style="list-style-type: none"> ✓ Collaborate, adapt and support improvement to benefit all ✓ Challenge with the intention of making things better or with positive intent ✓ Embrace innovation ✓ Use technology to provide improved services ✓ Avoid duplication ✓ Have awareness of evolving patient groups and demographics to aid future change 	<ul style="list-style-type: none"> ✗ Demonstrate an unwillingness or resistance to change and improvements ✗ Show complacency in service delivery ✗ Stick to outdated methods that are now ineffective
Wellbeing	<ul style="list-style-type: none"> ✓ Support our colleagues ✓ Consider other's stressors and pressures and ask how we can help ✓ Work with patients as the experts in their own care through education and support ✓ Focus on our own health and wellbeing ✓ Ensure all our actions contribute to safe care and a safe working environment ✓ Support each other to have a good work/life balance and healthy lifestyle 	<ul style="list-style-type: none"> ✗ Fail to raise concerns ✗ Leave others to struggle
Proactive Approach	<ul style="list-style-type: none"> ✓ Take the initiative to act and don't wait for someone else to ✓ Are open to improvement and embrace change ✓ Get involved and lead the way with new initiatives ✓ Re-direct service users to appropriate areas or providers when needed 	<ul style="list-style-type: none"> ✗ Adopt a reactive rather than proactive approach ✗ Obstruct new ideas ✗ Wait to be chased



Demonstrating Integrity In All We Do

We are open and honest and treat all with respect. We always adhere to high professional standards and we actively seek the opinion of patients, carers and families to ensure we continue to show integrity in all that we do.

	You will see that we...	You will see that we do not...
Open and Honest	<ul style="list-style-type: none"> ✓ Display honesty when things go wrong ✓ Demonstrate transparency in the delivery of care ✓ Take responsibility for our own actions ✓ Give fair and realistic feedback to others ✓ Do what we say we are going to do 	<ul style="list-style-type: none"> ✗ Turn a blind eye ✗ Adopt an unapproachable manner
Professionalism	<ul style="list-style-type: none"> ✓ Ensure ownership and accountability ✓ Acknowledge our mistakes ✓ Ensure effective, efficient and appropriate use of resources ✓ Observe our policies and processes ✓ Maintain confidentiality ✓ Have clear understanding of our own roles and responsibilities ✓ Adhere to high professional standards 	<ul style="list-style-type: none"> ✗ Place the blame on others ✗ Cover up mistakes ✗ Take short-cuts ✗ Use resources without giving cause to impact or cost ✗ Let our professional registrations lapse
Respect	<ul style="list-style-type: none"> ✓ Understand and respect that people are different ✓ Treat others as we wish to be treated ✓ Are sensitive and discreet when dealing with confidential or personal information ✓ Increasing the degree of autonomy and self-determination in people and communities 	<ul style="list-style-type: none"> ✗ Tolerate bullying or harassing behaviour ✗ Tolerate others being treated unfairly ✗ Discriminate or be judgemental



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