

*Together we Care- Putting Patients First, Passion for excellence, Pride in Our Teams, and Personal responsibility*

*Together we Care* -Nurses and midwives will embrace and model the values of essential nursing and midwifery care; compassion, empathy, kindness and respect and promote a culture of openness, understanding and continuous improvement. *Leaders* - Nursing and midwifery leaders will be inspirational role models, leading the delivery of our vision, the best nursing and midwifery care in the Country. *Team Values* - Nurses and midwives will be respected, influential members of the wider care team, who support colleagues, role model the right behaviours, enable improvement and bring together the elements of care



*Together we care*

**SAFE CARE:** 'Delivering high quality care is what we do and we *have a passion for excellence*. Safe care will be delivered through having the right number of nurses and midwives, in the right place at the right time determined through the application of evidence based methodology including appreciation of the acuity and dependency of patients and commitment to a safety positive culture

**COMPETENT & CAPABLE:** Nurses and midwives will be competent, capable and confident through a commitment to life – long professional development and learning. This is a *personal responsibility* from all of us.

**ACCOUNTABILITY:** Nurses and midwives will be relentless in their pursuit of excellence through a deep understanding of their professional and personal accountability.

**INNOVATION:** Nurses and midwives will deliver innovative and efficient care by being intellectually curious, participating in research, being open to change and focusing their efforts on activities that add value to patient care and experience *putting patients first!*

**COURAGE:** Having courage enables us to do the right thing for the people we care for, be bold when we have good ideas, and to speak up when things are wrong and have *pride in our teams!*

*Making this happen needs us all to commit to action and nurses and midwives to take the lead..... Our thoughts around implementation are:*

- ♥ Development of supervisory model for ward and team leaders
- ♥ Development of staffing model and framework (to include approach to temporary staffing)
- ♥ HCA development programme
- ♥ Development of career pathways that give a clear pathway from Band 2 to Band+
- ♥ Talent spotting and development programme

- ♥ Focus on recruitment and retention using our Together we Care Values
- ♥ Strengthening of clinical supervision
- ♥ Utilise Together we Care Values to build dedicated appraisal system with achievable professional development plans
- ♥ Mentor based ward and team leader development programme

Together we Care Behaviours - the chart below reflects our Nursing & Midwifery strategy and associated behaviours and values.

**SAFE CARE:** 'Delivering high quality care is what we do and we have a passion for excellence.'

What does *exemplary* look like

- 🌟 Raising issues of concern, implementing action, holding staff to account
- 🌟 Stopping, looking and listening – being mindful of your environment
- 🌟 Finding and seizing opportunities to go the extra mile without being asked
- 🌟 Being bold, ambitious and creative and challenging

What does *essential* look like

- 🌟 Taking a proactive approach, and prioritising
- 🌟 Having an in depth understanding of your day to day practices and the impact they have on others
- 🌟 Advocate and safeguard patients
- 🌟 Being "safe" to raise concerns and feeling confident supportive action

What does *UNACCEPTABLE* look like

- 🌟 Being passive and demonstrating a lack of attention to detail
- 🌟 Accepting average standards or refusing to move from the status quo
- 🌟 Not being aware of impact on others
- 🌟 Being asked to do the impossible
- 🌟 Spreading negativity or having a 'can't do' attitude

**COMPETENT & CAPABLE:** Nurses and midwives will be competent, capable and confident and is their personal responsibility

What does *exemplary* look like

- 🌟 Not being afraid to challenge poor behaviour and inspiring courage in others
- 🌟 Leading by example and taking responsibility for your actions
- 🌟 Equipping ourselves with the skills, knowledge and wellbeing required to deliver your best

What does *essential* look like

- 🌟 Embrace the privilege of the role
- 🌟 Treating people as you would like to be treated, remembering that the little things often make the biggest difference
- 🌟 Believing in yourself and your contribution, and having the confidence to speak up and speak the truth

What does *UNACCEPTABLE* look like

- 🌟 Showing little interest in improvement or being dismissive of others' ideas or feedback
- 🌟 Not being willing to trust others, or avoiding difficult issues
- 🌟 Looking for excuses or undermining others
- 🌟 Taking little interest in doing a good job

**ACCOUNTABILITY & COURAGE:** across all of our values enables us to do the right thing for the people we care for and having pride in our teams!

What does *exemplary* look like

- 🌟 Taking on tasks, beyond expectation, to achieve team or organisational goals
- 🌟 Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating
- 🌟 Taking the opportunity to innovate and be empowered to change and develop practice

What does *essential* look like

- 🌟 Being good team members, supporting and valuing others
- 🌟 Not leaving things for others to do
- 🌟 In your work, prioritising the needs of your patients, teams and organisation ahead of your own
- 🌟 Being honest and delivering what you promise

What does *UNACCEPTABLE* look like

- 🌟 Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others' views
- 🌟 Shouting, taking an aggressive tone, or finger-pointing
- 🌟 Being dishonest or biased, or actions not matching words

**INNOVATION:** to innovative and efficient care, enhancing experience putting patients first!

What does *exemplary* look like

- 🌟 Treating all patients as we would want to be treated
- 🌟 Using what our patients and others tell us to make our care the best it can be
- 🌟 Adjusting your communication style to fit the person or the purpose

What does *essential* look like

- 🌟 Being supported with the emotional burden of caring
- 🌟 Having access to knowledge of 'best' practice and being enabled to implement
- 🌟 Valuing and taking care of our resources

What does *UNACCEPTABLE* look like

- 🌟 Making little effort to explain situations, creating anxiety and confusion
- 🌟 Ignoring patients who need help – the standard you walk past is the standard you accept
- 🌟 Being negative to change, or not involving oneself in new ways of working