

Our values based behaviours



Caring:

Compassion for our patients,
ourselves and our partners



Professionalism:

Setting high standards and
delivering what we promise



Innovation:

Continuously striving to create
improved outcomes for all



Teamwork:

Delivering high performance
through an inclusive and
collaborative approach

CARING

Compassion for our patients, ourselves and our partners.

Why is it important?

By understanding and connecting with the needs of ourselves and those around us, we can take action to deliver the best possible care.

What is it?

- Holding patient need at the centre of our decision making
- Practising self-care and compassion for ourselves and each other
- Displaying understanding and respect for others from every walk of life
- Having brave conversations
- Focussing on learning and continuous improvement

What is it not?

- Avoiding brave conversations and difficult decisions
- Finding excuses not to listen, speak up or address poor performance
- Focussing solely on others at the expense of our own wellbeing
- Discounting the importance of meeting performance targets



Compassion for our
patients, ourselves and
our partners

Caring means:

We do...	We don't...
<ul style="list-style-type: none"> ☑ Always consider patient need and our collective goal to deliver high quality care across our services 	<ul style="list-style-type: none"> ⊗ Focus inwardly and lose sight of the impact of our actions on patient care
<ul style="list-style-type: none"> ☑ Maintain a focus on the wider patient experience and wellbeing in addition to clinical need 	<ul style="list-style-type: none"> ⊗ Focus purely on our own function and remain detached from our direct or indirect impact on patient experience
<ul style="list-style-type: none"> ☑ Treat service users and each other with dignity, care and compassion offering reassurance, empathetic support and advice when required 	<ul style="list-style-type: none"> ⊗ Adopt a purely clinical, financial or logistical approach that does not consider the wider service user experience or are disinterested in using feedback to improve
<ul style="list-style-type: none"> ☑ Seek to understand and respect cultural and personal differences when interacting with and supporting others 	<ul style="list-style-type: none"> ⊗ Make assumptions about others and how they may wish to be treated and are unable to adapt our approach to suit
<ul style="list-style-type: none"> ☑ Own and apologise for errors or misunderstandings focussing on root cause, support and learning 	<ul style="list-style-type: none"> ⊗ Seek to blame others or find excuse for errors or lose sight of the need to learn and act differently next time
<ul style="list-style-type: none"> ☑ Expect and role model high standards of service and remain compassionately aware of others within the team who need our support 	<ul style="list-style-type: none"> ⊗ Role model mediocre performance or fail to notice when team members are struggling
<ul style="list-style-type: none"> ☑ Use appropriate channels to listen and speak up when encountering behaviour that gets in the way of doing a great job 	<ul style="list-style-type: none"> ⊗ Excuse or ignore poor or unacceptable behaviour believing it not to be our concern
<ul style="list-style-type: none"> ☑ Role model self-compassion and self-care so that others around us feel able to do the same 	<ul style="list-style-type: none"> ⊗ Set an example of poor self-care to those around us
<ul style="list-style-type: none"> ☑ Share our experience and skills to help others learn 	<ul style="list-style-type: none"> ⊗ Become overly hierarchical or status conscious such that others are not enabled to learn from us
<ul style="list-style-type: none"> ☑ Remain responsible for our personal impact on others and take time to thank those who support us 	<ul style="list-style-type: none"> ⊗ Display consistently negative or cynical behaviour and have no concern for our impact on others
<ul style="list-style-type: none"> ☑ Hold the physical, mental and emotional safety of ourselves and colleagues as a priority at all times 	<ul style="list-style-type: none"> ⊗ Pay insufficient attention to the physical, mental or emotional safety of ourselves or others considering it not to be our concern

PROFESSIONALISM

Setting high standards and delivering what we promise.

Why is it important?

By demonstrating strong integrity, respect and high standards of practice, we earn the confidence and trust of the public, our partners and each other.

What is it?

- Being an ambassador for SCAS
- Speaking well of the organisation and clearly communicating our purpose
- Doing the right thing and showing respect for others
- Holding ourselves and each other to account
- Maintaining high standards of governance at all times

What is it not?

- Building barriers between teams, other organisations or the public
- Maintaining a siloed, 'us and them' mindset
- Allowing rank, uniform or jargon to exclude or diminish others



Setting high standards
and delivering what we
promise

Professionalism means:

We do...	We don't...
<input checked="" type="checkbox"/> Demonstrate a strong belief in the organisation's purpose, value and direction and our team's ability to contribute to this	<input type="checkbox"/> Express cynicism or sarcasm about the direction of the organisation or the ability of our team to contribute to it
<input checked="" type="checkbox"/> Work to develop effective relationships with other parties, building trust and respect across all areas	<input type="checkbox"/> Ignore the importance of building trust and respect across boundaries or of developing professional networks.
<input checked="" type="checkbox"/> Accept responsibility for problems and role model candour, transparency and openness in order to encourage learning and generate solutions	<input type="checkbox"/> Conceal or seek to blame others when mistakes occur and operate from a 'not my problem' stance that allows situations to fester and to create further hurt and resentment
<input checked="" type="checkbox"/> Paint a clear picture of success that inspires others to invest energy even within stretching circumstances	<input type="checkbox"/> Ignore our role in inspiring or energising others, allowing them to become disillusioned especially when facing difficulties
<input checked="" type="checkbox"/> Set high standards for others and compassionately ensure a fair distribution of work, autonomy and opportunity across the team	<input type="checkbox"/> Allow or contribute to inequitable pressure across the team with minimal performance from some and excessive workloads for others
<input checked="" type="checkbox"/> Use a respectful, adult approach to challenging, questioning and listening to any concerns at all levels for the benefit of colleagues, patients and the organisation	<input type="checkbox"/> We don't shy away from speaking and listening up even when it is hard to do so

INNOVATION

Continuously striving to create improved outcomes for all.

Why is it important?

By engaging with new ways of working, we meet the diverse and changing needs of our service users in an agile, person-centred and sustainable way.

What is it?

- Seeking and supporting different ways of working
- Building trust and respect so others feel safe to share and listen to ideas
- Actively inviting and including diverse views
- Taking time to evaluate and embed changes

What is it not?

- Constantly changing and moving on to the next new thing
- Change for change's sake
- Not expecting every new idea to be taken forward



Continuously striving
to create improved
outcomes for all

Innovation means:

We do...	We don't...
<ul style="list-style-type: none"> ☑ Make suggestions about new ways of working and help others to do the same 	<ul style="list-style-type: none"> ⊗ Ignore or fail to progress new ideas preferring to stick to the way things have always been done
<ul style="list-style-type: none"> ☑ Feedback to others where their ideas and suggestions have had an impact or why they might not be taken up 	<ul style="list-style-type: none"> ⊗ Forget to give credit or feedback on new ideas to those that suggested them
<ul style="list-style-type: none"> ☑ Support efficiency and cost control whilst also encouraging ideas for investment where these might add value and provide savings 	<ul style="list-style-type: none"> ⊗ Focus solely on cost control at the expense of longer term savings and added value
<ul style="list-style-type: none"> ☑ Ensure that new ways of working are evaluated and embedded by role modelling the change in behaviour 	<ul style="list-style-type: none"> ⊗ Forget to evaluate or embed changes and discount aligning our own behaviour with the new approach
<ul style="list-style-type: none"> ☑ Embrace new technologies where they offer greater efficiency. Seek help if needed and actively support others to adapt and learn new skills. 	<ul style="list-style-type: none"> ⊗ Resist approved new technology or role model cynicism about the benefits it may offer
<ul style="list-style-type: none"> ☑ Actively work across boundaries with other teams, organisations and partners to improve the service we offer 	<ul style="list-style-type: none"> ⊗ Ignore or discount opportunities to work with other teams, areas and partners to improve the range and quality of service we offer
<ul style="list-style-type: none"> ☑ Develop and support reflective practice to learn lessons and inform future plans 	<ul style="list-style-type: none"> ⊗ Promote reactive behaviour that responds only to demand without finding time to reflect and learn
<ul style="list-style-type: none"> ☑ Celebrate, promote and give credit to innovative ideas that lead to improved service delivery and staff wellbeing 	<ul style="list-style-type: none"> ⊗ Pay minimal attention to stories of success or fail to give credit where it is due

TEAMWORK

Delivering high performance through an inclusive and collaborative approach.

Why is it important?

By combining our strengths and working together, we develop outcomes that are more effective, inclusive and sustainable than when we work in isolation.

What is it?

- Working collaboratively to maximise team skills and knowledge
- Building strong connections with others
- Ensuring every team member is able to participate and contribute
- Seeking and valuing diverse views from all members of the team

What is it not?

- Focussing exclusively on one's own team separate to the wider organisation
- Fostering tribal 'us and them' behaviour and language



Delivering high performance through an inclusive and collaborative approach

Teamwork means:

We do...	We don't...
<ul style="list-style-type: none"> ☑ Seek and help others to understand how we all contribute to the overall vision, mission and direction of SCAS 	<ul style="list-style-type: none"> ⊗ Maintain or promote a narrow, internal view that is detached from the wider organisational direction
<ul style="list-style-type: none"> ☑ Encourage collaboration and partnership by actively breaking down barriers between different groups 	<ul style="list-style-type: none"> ⊗ Fail to share information or support across the service thereby allowing patient care to be fragmented
<ul style="list-style-type: none"> ☑ Help to build effective and influential relationships outside the team in support of improving service delivery 	<ul style="list-style-type: none"> ⊗ Discourage collaboration, allow ourselves and others to work in isolation or make no effort to build new networks and relationships
<ul style="list-style-type: none"> ☑ Provide clear and consistent communication and directly challenge any 'tribal' or diminishing behaviour between groups 	<ul style="list-style-type: none"> ⊗ Focus solely on our own priorities or display contradictory communication that divides rather than unites
<ul style="list-style-type: none"> ☑ Trust, and are trusted by, others to maintain confidentiality and offer mutual support when needed 	<ul style="list-style-type: none"> ⊗ Lose the trust of others by breaking confidentiality or not offering support
<ul style="list-style-type: none"> ☑ Role model and encourage others to achieve high standards and feel personally proud and responsible for what we deliver 	<ul style="list-style-type: none"> ⊗ Forget to celebrate the success of the team or to engender a sense of pride and belonging for all members
<ul style="list-style-type: none"> ☑ Encourage and demonstrate inclusion, drawing upon the experience and perspective of all our colleagues and actively speaking and listening up if we notice this has been omitted 	<ul style="list-style-type: none"> ⊗ Favour those who represent the majority within the team or consider diversity and inclusion to be someone else's concern
<ul style="list-style-type: none"> ☑ Pay attention to team relationships and dynamics, actively promoting an environment of respectful and robust discussion and challenge 	<ul style="list-style-type: none"> ⊗ Allow internal politics or covert behaviour to disrupt effective team performance or fail to speak up and challenge when needed
<ul style="list-style-type: none"> ☑ Seek to make others welcome and foster a sense of belonging within the team and across SCAS 	<ul style="list-style-type: none"> ⊗ Omit to make colleagues feel welcome, introduce them to others or give them the necessary information to succeed

**HELP
US
TO HELP
YOU**

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