



Proudfoot
Care Group

Our Values



Dignity and Respect

This means staff:

- Treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability
- Accept and respect people's individuality
- Take time to listen to people; think about what needs to be known about the person to provide care to them
- Communicate in an open, accurate and straightforward way using appropriate language
- Allow people to maintain their dignity and feel comfortable, particularly when receiving personal care
- Protect and respect people's confidential personal information
- Check with people about how they want to be addressed and use humour appropriately
- Respect people's right to make their own decisions and choices about how they want to be cared for
- Respect people's homes, family relationships and facilities
- Respect the position of trust they have with people who need care and support and customers
- Deal sensitively and appropriately with behaviour that challenges



Learning and Reflection

This means staff:

- Commit to learning and developing themselves in their work
- Are self-aware and regularly reflect on the work that they do, how they do it and the impact they have on those being supported
- Are honest and transparent and not afraid to say when they have done something wrong
- Support, coach and mentor people who need care and support and/or other staff to enable them to learn new skills and increase their self-esteem
- Seek, reflect on and learn from feedback from colleagues, services users and their families
- Are open to learning from others and willing to share knowledge and best practice
- Know their own limits and know when to seek support and advice
- Think innovatively about how to best use limited resources to come up with new ways to support people who need care and support



Working Together

This means staff:

- Empower, encourage and enable people who need care and support and other staff to do things for themselves and to make their own decisions
- Communicate options and offer realistic choices to people who need care and support
- Build two-way relationships of trust with colleagues, service users and other stakeholders
- Commit to working with and supporting others as part of a team
- Communicate effectively with others, using detailed and appropriate communication, including handover tools
- Understand and respect other people's priorities
- Adapt their approach according to the individual, situation and context
- Develop local networks and involve other professionals when needed for additional information and support



Commitment to Quality Care and Support

This means staff:

- Are committed and passionate about doing anything they can in their work to make people who need care and support's lives easier
- Contribute to delivering person centred care, putting the service user or customer at the heart of everything they do and helping them when they need it
- Give people who need care and support their full attention
- Are authentically warm, kind, empathetic, reliable, and compassionate in their actions
- Are professional and act with integrity at all times
- Are flexible and proactive - responding calmly to what goes on in the day
- Have clear boundaries with customers and people who need care and support and follow procedures and guidelines in their work
- Are prepared to take positive risks, clearly explaining the consequences of risks to others
- Take personal responsibility for ensuring they contribute to the provision of excellent, safe, high-quality care and support to others
- Have the courage to speak up and challenge others where they have concerns about the quality or safety of care being provided