

# Nottinghamshire Hospice Values and Behaviours



adding life to days  
Nottinghamshire Hospice

Our Hospice Values are central to our success in delivering outstanding care and support to even more patients, families, and carers across Nottinghamshire.

Our values stand for who we are and how we treat each other at work. We will hold each other accountable to our Hospice Values to ensure that we all have a rewarding time in our roles.

The following document sets out our Hospice Values and the expected behaviours of staff across all types of job role and responsibility.

Hospice values and behaviours will be discussed regularly between you and your line manager. They will be used to set goals and targets for you personally, your job role and for the ongoing achievements of the Hospice.

## Our Values

### Compassion

**We are focused on:**

being inclusive; being kind and having empathy; empowering others; having integrity and being patient.

### Trust

**We are focused on:**

being authentic; unified; loyal; accountable; trustworthy; responsible; reliable and professional.

### Ambition

**We are focused on:**

the growth of the Hospice; being courageous; getting the right outcomes and results; improvement of our services; being the best version of ourselves for the benefit of each other and our service users.

# How can you demonstrate our Hospice Values?

Ideas and suggestions from our colleagues across the Hospice.

## Compassion

adaptable assumptions feedback kindness forgiveness sensitivity routed  
recognise genuine humility positive care free  
supportive **respectful** self thank home  
kindness real heart **patience** **bravery**  
caring **non-judgemental** **authentic**  
smile **openness** **empathy**  
rapport sharing hug deep truthful cake smiles  
approachable walking equality honesty **listening**  
open others thoughtful **understanding**  
fairness



We take our time to build effective working relationships.



We understand who uses our services and why they matter.



We create a supportive, learning culture, where no one is to blame.



We celebrate team successes and create a positive team spirit.



We are non-judgmental and accept that no two people are exactly the same.

# Trust

professional commitment  
benefit intent impact  
recognise confidential behaviour  
credibility recommendation quality  
selfless integrity values ethical compassionate  
support honorable consistency passionate  
loyal authentic acceptance  
social humble knowledgeable honesty  
genuine consistent proven  
good drama doubt credible  
competent communication skills  
reputation others honest  
friendly reliance responsibility  
inter-dependency empowerment



We take ownership of our own role and responsibilities.



We demonstrate a positive, professional attitude.



We continue to learn and develop to remain competent in our roles.



We continually communicate with managers and team members.



We lead by example so others trust in us.

# Ambition

inspiration ideas energy  
teamwork communication imagination  
competitive listening  
ambition confidence

insight respectful committed  
courageous laughter equal fun  
creativity common enthusiastic  
determination leadership awesomeness  
diverse skill  
sion tasks goal structured  
passion ethic appreciation  
separation engaged planning work  
mix ambition confidence praise competition resourcefulness  
calming



We always work to achieve success for the Hospice's future.



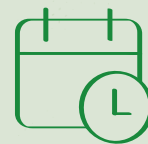
We always put patients, families and carers first.



We take pride in our work and that of each other.



We are willing to go the extra mile.



We focus on longer-term outcomes rather than short-sighted initiatives.



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