

Our values st michael's hospice



Respectful

We act with dignity and integrity

- Respecting the contribution and views of others, even when they are different from our own
- Acting quickly and fairly to deal with improper conduct, including any act of harassment, discrimination or abuse
- Admitting when we get things wrong and making sure lessons are learnt from mistakes
- Making sure the Hospice is an environment where questions are welcomed, open and honest feedback is invited and heard, and concerns are raised and acted on.



Innovative

We lead the way

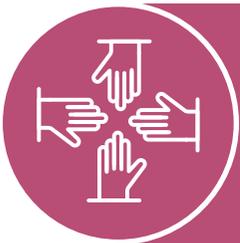
- Being curious about new technologies, developing imaginative and creative ways of working
- Being open to different approaches and eager to share successes and failures
- Being focused on solutions and overcoming challenges, seeing the opportunity within
- Working in a collaborative way, fostering innovative partnerships to improve systems, processes and services
- Ensuring all personal opportunities for learning and development are taken, promoting life-long learning.



Kind

We show kindness

- Being polite, friendly and welcoming to all
- Acting with thoughtfulness and compassion towards colleagues, patients, families, carers and the community
- Being generous with our time and knowledge, supporting those involved in the care of people with palliative care needs
- Being self-aware, able to reflect and be accountable for our individual behaviours and impact on others.



Inclusive

We are stronger together

- Embracing the uniqueness of each of us, recognising the contribution made by all colleagues, volunteers, and supporters
- Learning from the experiences of all individuals irrespective of age, race, gender, sex, sexuality, faith or (dis)ability, or in other ways
- Inspiring each other through positive actions and encouragement
- Working in an integrated way, recognising and valuing the skills, qualities and contribution of others
- Engaging with, working in partnership and being responsive to the needs of our whole community
- Championing the Hospice within our own communities, reflecting positive attitudes and behaviours
- Fostering a safe, open environment for the whole community to feel comfortable in.

st michael's hospice

Our culture is

Open, friendly, inclusive, based on trust and mutual respect
and supported by an integrated team united by a shared purpose.

Working with and for our community, we are aspirational, innovative and believe
that, in collaboration, we can continually improve our knowledge and impact.

Our services are provided with kindness and we take pride in ensuring a
person-centred, holistic approach. This lies at the heart of our work, underpinned
by the highest professional standards, and makes St Michael's Hospice an
exemplary organisation.



www.stmichaelshospice.com

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