

STAFF CHARTER

Care has always been at the heart of everything we do. But our ambition is now to deliver Perfect Care and become the world's leading organisation in mental health, addiction and learning disabilities. Our Staff Charter has been designed to help guide us there.

Created by our staff, for our staff, and built around the needs of our service users, patients and carers, it highlights what's expected of you and what you can expect from the Trust in return; Perfect Care. The future of care is in our hands, let's work together to ensure this is world class.

WHAT I CAN EXPECT FROM THE TRUST

Opportunities and support to continually improve the quality of mental health and learning disability services

The resources to enable me to deliver the best quality care services, and the support to maintain my wellbeing, excel at work, and challenge concerns

A culture focused on person centred care, free from discrimination and harassment where my contribution is valued

A rewarding job which makes a difference to the lives of our patients, service users, their families and our wider community

CONTINUOUS
IMPROVEMENT

ACCOUNTABILITY

RESPECT

ENTHUSIASM

WHAT THE TRUST CAN EXPECT FROM ME

To contribute to improving the quality of care services, to prioritise the recovery and wellbeing of our patients and service users through great teamwork and partnerships

To take ownership for the delivery of the highest quality care and to challenge poor practice and inappropriate behaviour

To value difference and individuality, to show care, empathy and respect for my colleagues, patients, service users and carers

To take pride in my work and in our Trust, to genuinely care about my team and working together to make a difference to our patients, service users and their families every day

Continuous Improvement

Theme	Development Needed	Consistently Meets Expectations	Exceeds Expectations
<p>Passion for Improvement</p>	<ul style="list-style-type: none"> •Rarely takes action to improve care , their work or the service •Rarely seeks feedback, or shows little sign of acting upon it when offered, to improve our service •Automatically dismisses new ideas or discourages colleagues from coming forward with new ways of doing things. •Sticks to out-dated ways of doing things because unwilling to be exposed to change •Is reluctant to set goals for improvement 	<ul style="list-style-type: none"> •Always gives priority to actions that will improve the care we provide, and seeks and acts upon feedback to ensure quality. •Listens to the concerns of those who use our services and their carers, and takes action •Looks at their working environment and actively looks for ways of improving the way we do things •Sets goals for improvement for themselves and in their team, and reviews how they are doing against these goals •Always reports incidents or near misses that could cause harm, and takes steps to prevent future incidents 	<ul style="list-style-type: none"> •Actively seeks out feedback from those who use our services and their carers to find ways to improve our service •Continuously identifies opportunities to improve team and service performance. •Always asks ‘how could we do this better?’, reviewing best practice in other organisations, and acts on it. •Sets stretching goals for improvement , continually reviewing how they are doing against these goals •Always tries to understand the cause of incidents or near misses, and is always looking to take steps to prevent incidents •Identifies and contributes to integrated and alternative approaches to service delivery

<p>Effective Open Communication</p>	<ul style="list-style-type: none"> •Doesn't listen to, or include the patient , their family or colleagues to agree care package •Sometimes withholds information or provides information in an unclear or inappropriate way. •Interrupts or fails to listen to others •Doesn't listen or pay attention during conversations •Uses jargon 	<ul style="list-style-type: none"> •Routinely provides information about the organisations priorities, services and interventions in a clear appropriate way and in a timely manner. •Provides clear reasons for decision-making. •Communicates honestly, in accordance with policies and procedures. •Demonstrates effectively in verbal, non-verbal and written communication. •Demonstrates active listening, including feedback, paraphrasing and recognition. •Acts upon what they have heard. 	<ul style="list-style-type: none"> •Creates clear and effective communication systems to ensure joined up approaches to service provision. •Consistently displays a transparent, enabling and reflective way of working with all individuals. •Is known for communication that is timely and appropriate. •Consistently seeks to improve communication with colleagues, and people who are involved in services •Always uses the appropriate medium of communication for the specific audience
<p>Personal style</p>	<ul style="list-style-type: none"> •Is sometimes inconsiderate or empathetic of others needs •Can be unapproachable, snappy, irritable, not interested, unresponsive, or doesn't listen. 	<ul style="list-style-type: none"> •Promotes culture of optimism, hope, recovery and wellbeing •Is observed to be approachable, helpful, respectful, interested, and accountable. 	<ul style="list-style-type: none"> •Is always positive, supportive and engaging. •Encourages and actively facilitates creativity and innovation

Accountability

Theme	Development Needed	Consistently Meets Expectations	Exceeds Expectations
Professional and other standards	<ul style="list-style-type: none"> • Sometimes divests themselves of responsibility for service outcomes and quality • Has a tendency not to challenge inappropriate behaviour, policy or process. • Does not always address concerns that have been raised • Sometimes blames others 	<ul style="list-style-type: none"> • Takes responsibility for the quality and continuity of care / service delivery • Includes patients, their families and colleagues to agree care plan • Works with the team to deliver best quality • Sets and delivers high standards in accordance with best practice and policy. • Takes action and ownership to challenge inappropriate behaviour and address concerns. 	<ul style="list-style-type: none"> • Promotes, enables and supports others to exceed standards • Creates a culture that promotes ownership
Self Development	<ul style="list-style-type: none"> • Is unable to recognise their limitations the impact of self on others • Disinterested in PDPs, reflective practice and supervision, rarely seeks to improve in their role. • Avoids development responsibility; viewed as a poor team player. • Requires prompts, or fails to maintain mandatory training. 	<ul style="list-style-type: none"> • Recognises limitations and seeks support and development opportunities. • Takes responsibility for maintaining competence relevant to role and service needs. • Reflects on own performance and adapts practice where appropriate. • Actively engaged in PDPs, reflective practice and supervision. 	<ul style="list-style-type: none"> • Consistently engages in reflective practice and proactively seeks ways to improve and develop. • Proactively seeks and plans opportunities to improve. • Promotes participation in appropriate development of skills to encourage best practice • Demonstrates how development has led to improvement for patients, families and the team.

Flexibility	<ul style="list-style-type: none">•Has a tendency to be inflexible in their approach to work.• Tends to put their own needs before that of the team which can have a detrimental impact on colleagues, service delivery and quality	<ul style="list-style-type: none">•Adapts and responds effectively to others and service needs•Admits and apologises when wrong•Is supportive and accommodating of redistribution of workloads	<ul style="list-style-type: none">•Anticipates changes in patient, team and service needs and works proactively to address.•Goes out of their way to support their colleagues and people who use our services
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Respect

Theme	Development Needed	Consistently Meets Expectations	Exceeds Expectations
Respect for Others	<ul style="list-style-type: none"> • Sometimes dismissive of other colleagues and their roles. Doesn't make the effort to understand others' roles. • Rarely observed to acknowledge the views or concerns of others. • Dismissive of what others say. 	<ul style="list-style-type: none"> • Is empathetic, understanding and respectful of others experience, circumstances, faith and personal characteristics • Enables people who use our services to play a full part in deciding what will improve their lives as a whole • Values and encourages the involvement of carers and families. • Is respectful of the language and modes of communication people use to describe their experiences • Consistently takes the time to listen, understand and help others. 	<ul style="list-style-type: none"> • Promotes the understanding of bio, psycho, social care and integrated service provision. others' roles and perspectives. • Promotes and shares understanding of others.
Respect for Teamwork	<ul style="list-style-type: none"> • Has a tendency to work in isolation. • Sometimes unsupportive of others • Does not willingly share the workload or difficult tasks • Lacks consideration of the team and/or service needs. • Sometimes imposes their views on others, makes derogatory remarks, or undermines them. 	<ul style="list-style-type: none"> • Often recognises and acknowledges good work. • Provides regular support and help to enable staff to deliver and understand their role • Consistently contributes to team health and performance • Acknowledges others strength and contribution to providing a holistic person centred service, integrated care / service provision. 	<ul style="list-style-type: none"> • Consistently contributes to the team's development and performance. • Applies the same rules to themselves as to others. • Commends others in their achievements and encourages celebrations of successes. • Acts as a good role model for team building.

<p>Respect for Values</p>	<ul style="list-style-type: none">•Makes assumptions of others in relation to race, culture, religion, or sexuality.•Frequently ignores situations or persons because they do not agree or are not interested in their beliefs•Lacks insight regarding information they do not have.•Shows reluctance to accept own faults and weaknesses	<ul style="list-style-type: none">•Challenges stigma associated with mental health conditions•Consistently values peoples uniqueness and diversity in a non-judgemental, productive way.•Is consistently courteous and respectful to others•Values and supports the health, wellbeing and lived experience of others•Provides fair and equitable access to care and support	<ul style="list-style-type: none">•Creates an environment that respects and celebrates diversity•Advocates for anyone feeling discriminated.•Proactively seeks to develop equality at work.•Recognised for being observant, and encourages values and standards in others.
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Enthusiasm

Theme	Development Needed	Consistently Meets Expectations	Exceeds Expectations
Drive, Passion	<ul style="list-style-type: none"> •Occasionally lacks the enthusiasm to perform and complete work •Tends to do the bare minimum and lack enthusiasm. •Shows interest in what the organisation can do for them, more than in what they can do for the organisation. 	<ul style="list-style-type: none"> •Always places the patient first and at centre of their work •Consistently demonstrates pride in the job to make a difference and improve patient care. •Persists with unpleasant or difficult tasks to ensure patients and colleagues receive a quality service 	<ul style="list-style-type: none"> •Continually goes above and beyond to make a difference. •Consistently motivates, encourages and develops others to their very best.
Engagement and Collaboration	<ul style="list-style-type: none"> •Sometimes fails to involve patients, carers, colleagues appropriately •Often appears disinterested in work or team. •Sometimes uses excuses such as professional standards, policies and procedures to disengage with the them. •Consistently makes decisions without involving or informing others. •Often interrupts discussion with sarcastic or non-work related comments. 	<ul style="list-style-type: none"> •Actively and consistently prioritises service user, carer and staff engagement within care and service planning •Consistently involves and communicates with others regarding the needs of patients or other relevant stakeholders, and in decisions or proposals for changes •Works in partnership with other teams and services to deliver integrated care •Demonstrates a willingness to participate in all aspects of their role within the team. •Offers support and asks for it when 	<ul style="list-style-type: none"> •Understands and demonstrates the impact of engagement to the quality of care, staff well being and performance •Manages the situation, the environment and others in order to effect engagement. •Consistently contributes to improvement of team working •Encourages team work around decisions impacting staff and service users. •Shares good ideas and promotes good practice.

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Pride	<ul style="list-style-type: none"> •Has a tendency to be negative and disinterested, unapproachable and inflexible. •Occasionally dismissive of Mersey Care, its vision and aims. 	<ul style="list-style-type: none"> •Passionate about healthcare services •Consistently demonstrates the Trust values •Proud to contribute to Mersey Care services and success. •Understands their role in a team and the effects of their behaviour upon others. 	<ul style="list-style-type: none"> •Promotes understanding and interest in Mersey Care, its vision, values and priorities. •Understands and demonstrates values led leadership regardless of role or grade



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