

<p>We are welcoming and friendly</p> <p>We show this by:</p> <ul style="list-style-type: none"> • Smiling and acknowledging others • Using open and appropriate body language • Giving our full attention • Being polite and using your name • Being a friendly professional 	<p>We Value and Respect</p> <p>We show this by:</p> <ul style="list-style-type: none"> • Doing what we say we will do • Apologising if we are wrong or if we let you down • Seeing the individual in everyone • Being honest – we are all human • Seeing the person not the illness 	<p>We work together</p> <p>We show this by:</p> <ul style="list-style-type: none"> • Supporting others to make informed choices • Listening and hearing what you are saying • Giving support when it is needed – not just when it is asked for • Empowering people to engage in their own care • Being interested in others and showing understanding
<p>We are caring and kind</p> <p>We show this by:</p> <ul style="list-style-type: none"> • Putting ourselves in your shoes • Treating others in a manner we would want for our own family and friends • Being genuinely concerned for the wellbeing of others • Giving hope and inspiring confidence • Treating others with warmth and compassion 		<p>We go the extra mile</p> <p>We show this by:</p> <ul style="list-style-type: none"> • Choosing a `can do' attitude • Being helpful and exceeding expectation • Going out of our way to make a difference to others • Not just saying `no' – seeking solutions or alternatives • Offering to help – not waiting to be asked