# DELIVERING COMPASSIONATE AND SAFE HEALTHCARE

In 2015 we reviewed our People Strategy and set out a three-year strategic plan to continue to make DCH a great place to work. The first step in our People Strategy was to agree our Trust values. Underpinning each of our values is a set of behaviours that we all sign up to - The DCH Way, that's what we all expect to see in each other and the way that we pledge to behave as we go about our work within the Trust.

As work continues, we will see our values becoming part of everything that we do, including recruitment, appraisal, Trust induction and leadership development. Our values will also be the basis for our revised Patient Charter.

# INTEGRITY

## Being trustworthy and dependable

| The DCH way | We don't want to see |
|---|---|
| • I take responsibility for what I say and how I say it<br>• I apologise when I get things wrong<br>• I do what I say I will do<br>• I understand that decisions and policies also apply to me<br>• I challenge, and expect to be challenged, on behaviour that's not in line with our values | • I am not always honest in what I say<br>• I don't admit when I don't know something<br>• I cover up mistakes and the mistakes of others to avoid getting into trouble<br>• I make commitments I know I can't deliver on<br>• I don't take personal responsibility for getting things done |

# RESPECT

## Showing consideration to others

| The DCH way | We don't want to see |
|---|---|
| • I actively listen and ensure I have understood<br>• I consider how my actions impact others<br>• I treat others as I expect to be treated<br>• I appreciate people's differences<br>• I value everyone's contribution | • l am discourteous or unapproachable<br>• I don't find time for other people<br>• I blind people with science or jargon<br>• I lack awareness of other people's feelings<br>• My style of communication is disruptive or unhelpful |

# TEAMWORK

## Working together for our patients

| The DCH way | We don't want to see |
|---|---|
| • I recognise that everyone has an important role<br>• I offer colleagues help to achieve their goals<br>• I communicate ideas and information with those who could benefit<br>• I understand my role and the role of others within the Trust<br>• I have a positive impact on my team | • I believe some staff groups are more important than others<br>• I don't involve people in decisions that affect them<br>• I work in isolation and only think about the needs of my area<br>• I let other people take the blame if things go wrong<br>• I do not recognise when others are struggling |

# EXCELLENCE

## Always striving to improve

| The DCH way | We don't want to see |
|---|---|
| • I seek out best practice and learn from others<br>• I share my ideas and celebrate success<br>• I welcome feedback and ensure I provide it constructively<br>• I continuously strive to do things more efficiently<br>• I take pride in my work and the work of the Trust | • I am content with the way things have always been done<br>• I am resistant to change and new ways of working<br>• I am wasteful with time or resources<br>• I am defensive about feedback<br>• I am afraid to try new things in case I fail |