



St Oswald's
Hospice



St Oswald's Hospice People Charter

Quality time for everyone

What is the People Charter?



This charter gives examples of the kind of behaviours that are expected of staff at St Oswald's Hospice. It was created by listening to staff talk about what they wanted to see in others and also what they expected of themselves. Many of the expectations cut across all the Values, and at its heart, what is important to everyone is acting with kindness and respect and being the best you can be every day. By following this Charter you are:

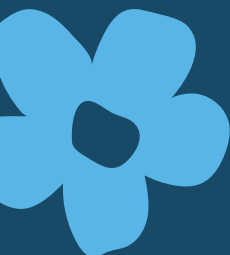
- Living St Oswald's Hospice Values.
- Making it a healthy place to work with a positive culture of team working and commitment.
- Contributing to the St Oswald's success in achieving our Vision.

Together, we will make the most of time and improve quality of life for everyone in the North East living with an incurable condition, and their families.

Together, with the vital support of our staff, volunteers, donors and supporters, we will continue to develop and grow our services so that everyone in our region gets expert, dignified and compassionate care when they need it.

There may be times where it isn't always easy to meet the expectations of the Charter, or you have concerns; for example safeguarding. In these circumstances please seek the advice of your line manager, another manager or the Freedom to Speak Up Guardian.

This Charter complements the NMC (Nursing & Midwifery) Code. It should be read alongside this or any other standards required by other professional governing bodies.



Why has the People Charter been introduced?

The People Charter will help us achieve our organisational objectives by providing clear descriptions of the type of behaviours we all expect of each other and to help us live by our Values. It provides a standard that can be used to support everyone's development and performance to their best.

Practical benefits of having a People Charter

The People Charter can be used by St Oswald's Hospice, individuals and managers to:

- Clarify the requirements of all roles in terms of behaviour
- Help to set clear aims and objectives to focus on in terms of how to do something and not just what to do
- Help focus workplace performance on St Oswald's Hospice Vision and Values
- Provide clear and focussed feedback in Appraisal 121 Conversations
- Contribute to personal development plans
- Recruit new staff

For more information on our Values and St Oswald's Hospice People Charter, please contact Leigh Marrs, Head of Learning & Organisational Development or Deborah Heron, Director of People.



Caring & Compassionate

I will

- Be kind and respect others and be there for them when they need me.
- Have empathy and be interested in the wellbeing and feelings of others and make time for them when they need it.
- Be thoughtful when I can't be there in person and show I care in other ways, for example, by sending messages.
- Pay attention to the nonverbal messages I give as well as notice them in others.
- Act if I have a concern for others.
- Provide answers when I can as well as support and empower others to find their own solutions where possible.
- Treat others with the kindness that I would appreciate for myself and my own family.
- Remember to do the little things that matter as well as the big things.
- Respect confidentiality and show that I can be trusted.
- Not let my mood affect how I treat others.



Accountable & Authentic

I will

- Be open to feedback and act on it where appropriate.
- Be self-aware of my competence and behaviours and be open to acknowledging when I'm at my limits or have made a mistake.
- Be fair, consistent and transparent in my relationships with others.
- Understand and be able to describe my objectives and responsibilities, take ownership of what I need to do and seek clarity on roles and responsibilities when I am unsure.
- Expect others to take ownership of their responsibilities and hold them to account when they do not.
- Be courageous and true to myself, acting with honesty and integrity.
- Acknowledge and learn from my mistakes and build upon my successes.
- Not blame others and instead seek solutions.
- Be objective and non-judgemental whatever my personal opinions and beliefs.
- Share my skills, experience and knowledge for the benefit of others.
- Acknowledge, respect and respond to other people's ideas, giving credit when they are used and letting them know the reasons when they aren't.



Positive & Can Do

I will

- Have a positive attitude and pride in my work.
- Bring my best self to work and be a role model to others.
- Be flexible and go the extra mile when needed.
- Understand and value the roles and responsibilities of others and not just my own.
- Be supportive of change.
- Be proactive and get things done.
- Be approachable, considerate and supportive to others.
- Balance my own needs with the needs of others and understand how my behaviour may affect others.
- Be professional and courteous at all times, addressing differences and challenges constructively, truthfully, openly and honestly .
- Not ignore problems that I see and seek ways to address them.
- Seek to understand the constraints of others who I may not see as positive and can do.



Excellence & Innovation

I will

- Always look for opportunities to improve the way things are done.
- Ask questions that improve my knowledge and understanding.
- Be open to new ways of doing things and embrace progress and change.
- Be the best I can be every day.
- Play an active role in agreeing my objectives and my personal development and keep up to date with mandatory training.
- Build relationships and strive to communicate effectively.
- Contribute as a positive team member listening to what others have to say and working together to be the best we can be.
- Be open to feedback and see it as a way to improve.
- Give feedback with the aim of helping others develop and improve services.
- Look outside of my team/department/organisation to see how people get things done which I can learn from.
- Not take challenges about the way I or my team do things as being negative or criticism but seeing them as a chance to improve.



Safe & Supportive

I will

- Actively listen to others and make time for them.
- Speak up when things aren't right for me and or others.
- Notice changes in the behaviour of others and try to help them access any support they may need.
- Avoid making assumptions, recognise people as individuals with different needs and be equitable and fair to all.
- Acknowledge that the intent of what I say and do, and the impact they may have are different things and I will take responsibility for any negative impact I have.
- Not stand by or tolerate poor behaviour not in line with this charter.
- Offer to help find solutions to the issues I raise.
- Avoid using offensive language and not ignore, shout at, bully or harass others.
- Act to resolve issues with individuals and teams rather than speak negatively about them to others.

