

Our Professional Code of Positive Behaviour



The following behaviours underpin our ‘**Respect everyone**’ value. They set out the expectations and responsibilities of all who work and volunteer for Garden House Hospice Care (GHHC), describing how we will work together with positive behaviours that will strengthen our culture and working environment and enable us to deliver excellent person-centred care.

Zero Tolerance

None of us should tolerate inappropriate/unacceptable behaviour and should challenge it safely whenever and wherever we come across it. Inappropriate behaviour includes:

- Interrupting conversations, failing to knock or gain consent to enter a room where there may be a sensitive meeting taking place (i.e. a 121 with a colleague, family or patient)
- Acting in a manner that is not appropriate for safe and reliable person-centred care and health and safety
- Treating others without respect or dignity. Speak to people and treat people as you would wish to be spoken / treated to yourself
- Speaking inappropriately or rudely to and/or about others (this includes passing on confidential, malicious or hurtful rumours).
- Bullying
- Being dismissive (e.g. eye-rolling, huffing, storming off, ignoring or undermining someone)
- Violent, aggressive or threatening behaviour (e.g. raising voice/shouting).
- Discrimination, victimisation, harassment or prejudice
- Dishonesty, theft or misuse of property
- Abuse of GHHC policies, procedures, processes and practices
- Abuse of GHHC guidelines on the use of social media (e.g. Facebook, WhatsApp, Instagram).

Responsibility

As an employee of GHHC, you have a responsibility to:

- Ensure that care and safety is at the heart of everything we do

- Take ownership and accept accountability for your own actions. ‘You know what they are like’ and ‘they are unapproachable’ are both signs that the behaviour is unacceptable. They need to adapt to everyone else, not the other way around.
- Meet the standards of the organisation and continuously develop your knowledge and skills
- Treat others with dignity and respect at all times
- Communicate, understand and support GHHC’s strategic goals and how they apply to your team, and each team member’s role in achieving them
- Promote and operate within all GHHC policies, procedures and practices and speak about the organisation in a way that reflects our values.

Effective teams

Being an effective team member and an effective team means:

- Working constructively within teams, irrespective of professional boundaries and personalities
- Recognising the equal value and contribution of every team member
- Sharing information and learning within your team
- Trusting, respecting and co-operating with your team as you expect them to trust, respect and co-operate with you
- Communicating openly and honestly with colleagues and contributing to effective teamworking
- Actively supporting members to contribute their best to the team
- Responding positively to colleagues who require support to meet team goals.

Support and understanding

Being supportive and understanding means:

- Using your talents and abilities to support and encourage colleagues through training and personal and professional development
- Having the confidence to ask for help when needed, and giving support to others when asked
- Using opportunities for sharing and learning, not for blame or punishment
- Help develop an environment which is caring and values everyone’s contribution, whilst being mindful of the safety and security of others.

Positive feedback

Positive feedback means:

- Recognising and praising the good work of colleagues, including saying “thank you” for a job well done
- Giving and delivering feedback to colleagues in a professional manner which is constructive and dignified
- Being receptive to constructive feedback from colleagues in a positive manner and learning from it
- Valuing those around you and making sure they know that you value them.

Equality and diversity

Equality and diversity is at the heart of GHHC policies and practice. We are all different and we all have something valuable to contribute. Equality and diversity means:

- Treating all colleagues with dignity and respect, irrespective of their age, disability, gender reassignment, pregnancy/maternity, race, religion/belief, sex and sexual orientation or personal attributes and characteristics
- Treating everyone equally and with consistency - being tolerant and understanding of everyone’s differences
- Respecting other people’s viewpoints, personal preferences, pastimes and topics of conversation, actively listening and learning from your colleagues
- Being confident that complaints or challenges you make about inappropriate behaviour and attitudes can be made without fear of victimisation.

Communication

Communication is key to our success. Good communication means:

- Communication with others should be open, honest, clear and timely
- Sharing information appropriately to help colleagues understand and deliver the best services to our patients and service users
- Listening as much as you talk
- Being open minded and approachable to others
- Being reasonable and clear in your explanations when you cannot meet expectations
- Resolving disagreements by providing and seeking explanations in a positive, constructive and timely way.