

**VALUES &
BEHAVIOURS
SPECIAL**



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VALUES & BEHAVIOURS WORKSHOPS

9th & 10th March 2020

It was incredible to see some 160 colleagues take part in the Values & Behaviours workshops in March. If you weren't able to attend, you can get a real flavour of the day from the highlights video we made.

You can find it at <https://southendcare.co.uk/values/>

Read more on page 2 >>

VALUES & BEHAVIOURS WORKSHOPS *continued*

One thing really stood out from the sessions, and that was your passion for the Values & Behaviours and your enthusiasm for applying them to your day-to-day work. As a company, it is so important that we are now developing a shared language for all we do.

We hope you will be inspired to read some of the things that were said during and about the day!

“Very enjoyable session, lovely to meet so many people passionate about their jobs.”

STAFF MEMBER

“There are 5 different values and many different behaviours. The day has been very rewarding. I am very new to care and it’s been good meet people that are doing similar work to myself and I will start tomorrow to embed the Values and Behaviours.”

ANDREW

“This is what we do and this is why we do it. This is how we are going forward from here. If you don’t know that how do people know how they should be doing things? It’s nice that we have got something like that – good basic values that we can work towards.”

PETE

“Made me remember things and made me believe in myself.”

STAFF MEMBER

“That’s what brings people into care in the first place isn’t it? Their values, their beliefs, their principles, their aspirations to make a difference. I don’t think anyone comes into care by accident, they come with a passion and on the strength of that they do amazing things.”

DEE

“As a Carer, we have a massive part to play in using these values & behaviours in our service. Thank you for providing this session to learn more about the values and how to use them.”

STAFF MEMBER



OUR VALUES & BEHAVIOURS BELONG TO US ALL

Last year we started to work together to develop the 'Values and Behaviours' that tell the story of who Southend Care really are.

It all began last November, when colleagues sat down to ask each other some important questions. Questions like 'What do we stand for?', "What makes us give the very best care?" and "How do others see us?"

The result was a powerful set of Values & Behaviours that not only reveal the kind of organisation we are, but also the one we strive to be.

The Values & Behaviours will guide the work we do and the care we give. When some 160 of you came together in March it was impressive to hear your ideas and see your enthusiasm. You took the 'wheel' and you were inspired to think of creative ways of putting the Values and Behaviours into action in every aspect of your daily working lives.

Because so many of you have been involved in developing and applying our Values & Behaviours, they are truly ours – and each of you own them. The opportunity to run the launch sessions meant that we were able to carry on with our commitment to staff involvement and engagement in this important initiative. Even if you were not able to attend the workshops in March, please know that our values and behaviours have been inspired by the work you do.

Due to the COVID-19 pandemic, our lives and our work have changed dramatically – in ways we would never have imagined. For me it makes the adoption and embedding of our new Values and Behaviours into our daily working practice even more important than it was before.

Our core value is: "We are caring, always providing person centred care and support we would want for ourselves and loved ones". The Board of Southend Care knows what a challenge this has been over the last weeks. So, thank you for the amazing work that you have done, especially during the difficult times that COVID-19 has brought to all our lives.

With very best wishes to you and your families,

Jon



LET'S NOT FORGET OUR BEHAVIOURS!

We now all have a copy of the Values and Behaviours Wheel. You can see the Values side of the wheel in this newsletter. But what about the Behaviours side? We've summarised some of the Behaviours here – how will you work and talk with colleagues to put them into practice?

- Treating everyone with **dignity and respect**
- Taking ownership and **personal responsibility for our actions**
- Acting with **honesty and integrity**
- **Embracing change**
- Being **people focused**
- Asking for **support when we need help** and **giving support to others**
- Working to **professional standards** and **challenge poor standards and behaviour**
- Being **solution-focused and flexible**
- **Following all policies, procedures and processes**

Thank you for your work in creating both our Values & Behaviours. If you need a copy of the Wheel, please ask.



PUTTING OUR VALUES & BEHAVIOURS INTO PRACTICE

Garry Smith, Manager, Viking House

We first began talking about our Values & Behaviours last November. Colleagues from all of our different services came together for five meetings at Viking House. It was a timely exercise, bringing people together at an important moment of our company's evolution. It was something we'd wanted to do for some time because we knew it would really help to develop our shared identity and culture.

While it was great to bring together people from across the organisation, we were aware that we needed to capture the views of as many colleagues as possible. That way, we'd all have ownership of the Values & Behaviours and be motivated to put them into practice.

So, we held the two-day workshops in March, bringing together about half of the entire staff. It was so helpful to get your input. Everyone brought a great understanding of good standards, but we had to work together to find the best ways of putting them into practice.

The Values & Behaviours give us a common language and toolkit to shape our work, ensure consistent service delivery and provide the very best care to our service users. Our common approach will help us adapt, improve and excel at what we do.

Focusing on our Values & Behaviours has also helped to bring us together as an organisation. The COVID-19 crisis has inspired us to

work with colleagues from different services to find solutions to the problems we face.

This cohesiveness will also be reflected in the new-build when it opens in 2021. We will see teams working closely together to provide a new day service, dementia care and assessment services – while sharing the same building as head office staff. It will be a great opportunity to put our common Values and Behaviours into practice – and I know it will result in the highest standard of care, delivered with passion by our people.



STAFF SURVEY – A BIG 'THANK YOU'

Thank you to everyone who responded to the staff survey in February. 184 (60%) of you completed the survey, up from 111 (48%) last year. This is great news because it gives us a much better insight into how you feel about working for Southend Care.

The next task is for us as a company to focus on better understanding the detailed results. To do this, we are setting up dedicated staff groups in each of the services. We will do our very best to make sure these teams

represent everyone and that you feel you have a voice on them.

The different staff groups will look at what the survey data is telling us and consider what the company needs to do as a result. Individuals from each group will also pool their findings across services and make sure that recommendations are in line with our new values and behaviours.

All of this will start to happen in about a month's time, so keep an eye out for future updates.

