

Here we...



Authentic

- We take responsibility for our actions and behaviour.
- We explain decisions where we can.
- We are open, honest, transparent and approachable.
- We give constructive feedback when appropriate.
- We have the courage to speak up and challenge for good.

Specialist

- We continually review and develop our services.
- We are visible and proud.
- We are professional.
- We are experts educating, training sharing our knowledge and influencing others.

Person centred

- We respect others' priorities.
- We act with empathy, striving to listen to and understand others.
- We are respectful of patients' dignity.
- We work collaboratively with patients, families and services.
- We work with compassion to care for patients holistically.

Inclusive

- We are approachable and non-judgemental.
- We work together as a community.
- We respect each person as an individual.
- We are mindful of others.

Resilient

- We are calm and patient.
- We embrace and support change.
- We promote a positive environment.
- We seek support when needed and provide support to others.
- We recognise our achievements, accept praise and give feedback.

Excellent

- We embrace best practice and seek to improve our performance.
- We evidence the provision, impact and learning gained from patient interaction.
- We are open to new technology and innovation.
- We actively review, audit and benchmark our practice against national standards.

ASPIRE – Created by the staff forum on behalf of all staff at Prospect Hospice