

Altogether Care Staff Charter



MAKE A DIFFERENCE

TRUST

What is expected of you?

You will be a person that our residents / clients can trust whole heartily and in their best interest.

You will trust your colleagues and listen to your manager with an open mind.

What you can expect from Altogether Care

We will trust you to carry out your role to a high standard and we will offer you support when required.

We will listen to you and empower you to make decisions.

RESPECT

What is expected of you?

You will always show respect to your colleagues and clients by being open and honest with them at all times. Respect is earned through your actions and behaviours.

What you can expect from Altogether Care

We will treat you with respect by being professional, open and honest and will always be available to listen when you need us.

POSITIVITY



What is expected of you?

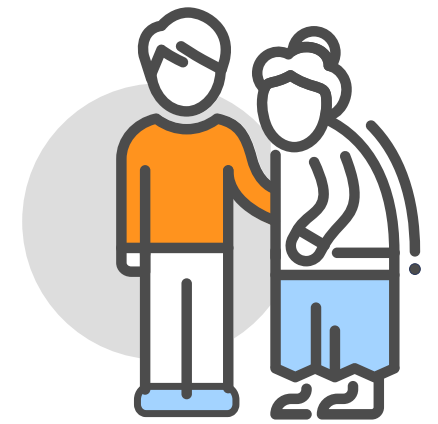
You will be positive and embrace new ideas.

You will display a positive energy and demonstrate this in the words you use, your body language, tone of voice and your demeanour.

What you can expect from Altogether Care

We will create a positive and friendly working environment. We will support you through challenges.

We will be open and honest with you and will support and help you when you in a positive way.



COMPASSIONATE

What is expected of you?

You will listen to what other say and demonstrate empathy and understanding.

You are thoughtful of others. Being mindful when you are providing bad news or feedback.

What you can expect from Altogether Care

We will support you by listening to you with an open mind and being sensitive to your feelings.

We will support you if you have received bad news or providing negative feedback to others.

SAFETY

What is expected of you?

You are ready to raise any safeguarding or safety issues with your manager or colleagues as an immediate priority.

You keep you and your residents / clients and colleague's safe within the work environment.

What you can expect from Altogether Care

We will listen to whatever safeguarding or safety issues you raise and will respond to them positively and deal with them immediately.

We will be committed to creating a safe working environment for all our employees.