



Little Pink Book

OUR SHARED VALUES & BEHAVIOURS
and how they help us achieve our vision

hello!

We are proud to be able to share our values with you in this booklet. Values are really important throughout every team here at St Luke's.

We are all responsible for ensuring our values are displayed and for ensuring they are a core part of everything we do. Ignoring our values is not an option for any of us.

They influence our behaviour, our language, the way we interact with each other as employees and also as human beings. We hope this booklet will help bring our values to life, and will support all of us to put these values into action through our behaviour every day.

St Luke's is a special place for Sheffield. At Little Common Lane, Clifford House, when we are out in the community and throughout our shops, you can feel the passion, caring and energy for what we all do. Our values run through everything we do. They are what make this organisation feel like St Luke's and they reflect our common purpose.

Each of our 200 staff and over 700 volunteers bring something unique to St Luke's and each person has a powerful part to play in what we try and achieve for people at some of the most challenging times of their lives.

We certainly feel part of a team here at St Luke's and we really hope you do too. Our team goes the extra mile to ensure we deliver the outstanding service that we do. Whether you are delivering care, raising the income we need to support that care, or supporting the infrastructure that makes it all happen, each of you is essential to making great things happen at St Luke's.



Peter Hartland
Chief Executive



Jo Lenton
Director of Care & Lead
for Healthcare Partnerships



Dr Sam Kyeremateng
Medical Director & Lead
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Development



Tony Saunders
Director of Finance &
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Kathryn Burkitt
Director of Income,
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OUR VISION

Supporting and caring for everyone affected by terminal illness in Sheffield.

OUR MISSION

To deliver the best possible palliative care in Sheffield, whilst developing and driving continual improvements for everyone affected by terminal illness.

OUR PROMISE

St Luke's is dedicated to the wellbeing of the terminally ill in Sheffield and their loved ones. No patient or family is ever the same, and our journey with each individual is unique. Above all, we are about life, and enabling our patients and their loved ones to live theirs and die with dignity and respect.

OUR VALUES

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- **Compassionate**
- **Dignified**
- **Inspired**
- **Pioneering**

OUR BEHAVIOURS

Attached to each value are ways of behaving that reflect what we will see if we are living our St Luke's values. Certain values may have a range of meanings in different areas of the organisation. It may be obvious how a value such as Pioneering (for example) is seen to be working in a particular team, but maybe not so obvious in another team.

However, there are some common behaviours we expect to see across St Luke's, regardless of the role you perform.

The values and behaviours outline an expected standard for all of us, and will provide additional focus for our ongoing learning and development.

Our values & associated behaviours



Compassionate & associated behaviours



COMPASSIONATE

Here are the behaviours associated with Compassionate:

BE KIND

Being kind to one another is integral to building and developing positive relationships.

Listening to others, taking the time to understand their views, hearing and appreciating their concerns are all key to this. Be aware of what is going on with people around you and offer support where you can.

BE CARING

Caring is at the heart of everything we do and everyone who works at St Luke's understands that.

As well as caring about our standards for our service users, clients and customers, we also need to care for each other as colleagues.

Caring about and respecting each other is fundamental to building trust, gaining respect and getting the best out of the people that you work alongside.

BE WARM

Being open and welcoming to everyone irrespective of background, faith, sexuality or race is integral to making St Luke's the outstanding organisation that it is. Whether you are engaging with a member of staff, a volunteer or a service user, everyone deserves to be treated in the same way. Engage with all people in a friendly and welcoming manner.

BE GIVING

A "can do" attitude is particularly important at St Luke's and we are fortunate to have such a great team who are all passionate about what they do. By giving your time in a proactive way to colleagues, volunteers, service users and anyone you engage with on St Luke's matters, we are stronger.

BE OPEN MINDED

We are constantly seeking ways to improve and welcome ideas from all teams as to how we can do this.

We support others in generating and thinking through ideas. We live in a world of possibility, where open minds prepare to embrace change and listen to another point of view.

BE EXPRESSIVE

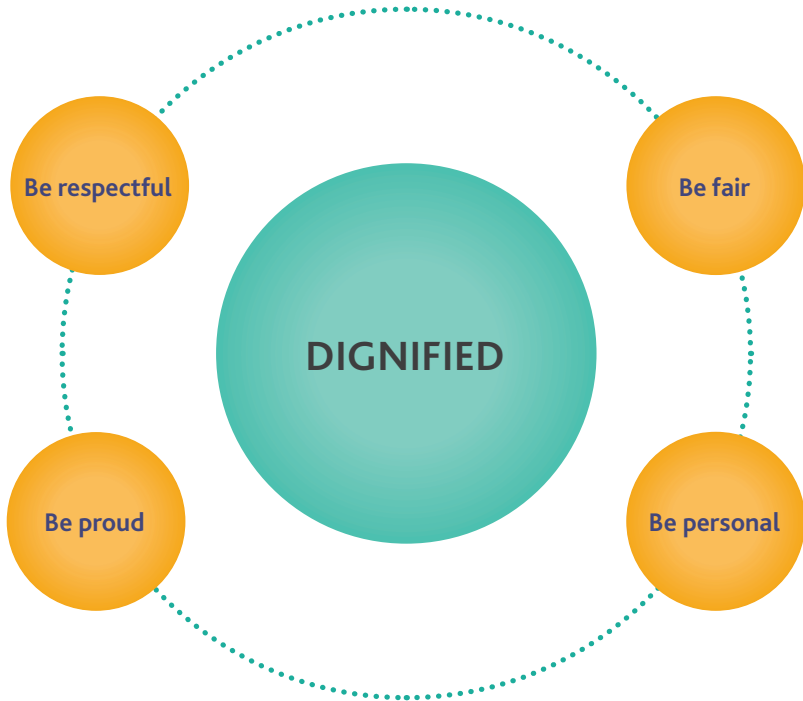
We encourage people to be themselves whilst also being professional at all times in the workplace, but this doesn't mean that we should lose our own identities in the process.

Expressing who we are through words and actions allows others to understand what motivates us. So always be professional, but don't be afraid to be yourself too.

“No one has ever become poor by giving.”

Anne Frank

Dignified & associated behaviours



DIGNIFIED

Here are the behaviours associated with Dignified:

BE RESPECTFUL

No one team is more important than the other. Teams work in different ways and with a range of processes and procedures in order to get their jobs done.

We encourage a culture where teams work in a way that best suits their role and successful outcome delivery. Listen to others and don't talk over people. Respect the fact that not everyone works or acts as you do.

BE FAIR

We are fair and consistent in our dealings with others. We are open and upfront in our approach, and treat each other with respect. Dishonesty is never fair.

We recognise and accept responsibility for our actions, and the decisions we make. Being fair doesn't always mean being popular. We don't have favourites, we treat everyone in an unbiased manner.

BE PERSONAL

Regardless of our area of work, we believe in treating people as individuals, and fostering an inclusive working environment. We try to understand other perspectives and concerns.

Emotional awareness is integral to building an environment where everyone receives the attention they deserve. Listening to others, hearing their concerns and taking on board their views where possible and appropriate are all an integral part of this.

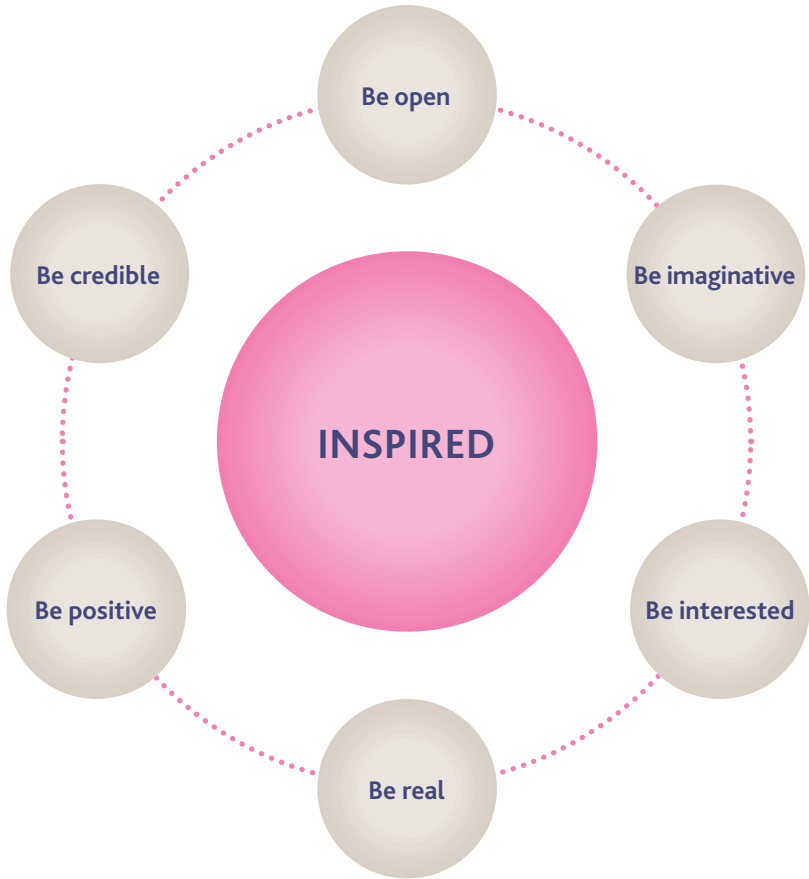
BE PROUD

Being proud is the sense that you've done your job well and care about the outcome of your work. Building trust with colleagues will encourage a sense of shared pride in your work. Trust yourself and others, because we all bring unique experiences to work and we all have a role to play.

*“Politeness is a sign of
dignity not subservience.”*

Theodore Roosevelt

Inspired & associated behaviours



INSPIRED

Here are the behaviours associated with Inspired:

BE OPEN

Be honest and raise concerns you may have and you will be listened to. Sometimes you may feel very strongly and perhaps emotional about something at work.

We have a culture of openness and inclusivity so don't be afraid of raising issues if you feel you need to.

BE IMAGINATIVE

We constantly look for better ways of doing things, whatever team we work within. We continually strive to create innovative new ways of enhancing our daily work.

We recognise that being imaginative needs to run alongside meeting our commitments, planning and adhering to robust process where relevant.

BE INTERESTED

We understand our work and how we each contribute to giving people the care they deserve. We talk about this with others, sharing the information in a relevant and interesting way.

Regardless of our role, we get to know our “customer” (internal or external) and go the extra mile to provide an outstanding level of service. This is part of being a person-centred organisation.

BE REAL

We consider the practical implications of what we do, and make sound judgements based on information available to us. The reality of our work is never ignored and we have the courage to tell people’s stories in order to help and encourage others to tell theirs.

We have difficult conversations even when this doesn’t feel comfortable. In turn, we are also open to challenge, and we offer positive and constructive feedback to those we work alongside.

BE POSITIVE

We are always looking for new ways to achieve more for the people we support. But we recognise that changing things can be unsettling. We encourage a response to the unknown with an open mind and a positive manner.

We endeavour to display positive body language as a means of good communication, always showing interest and enthusiasm.

BE CREDIBLE

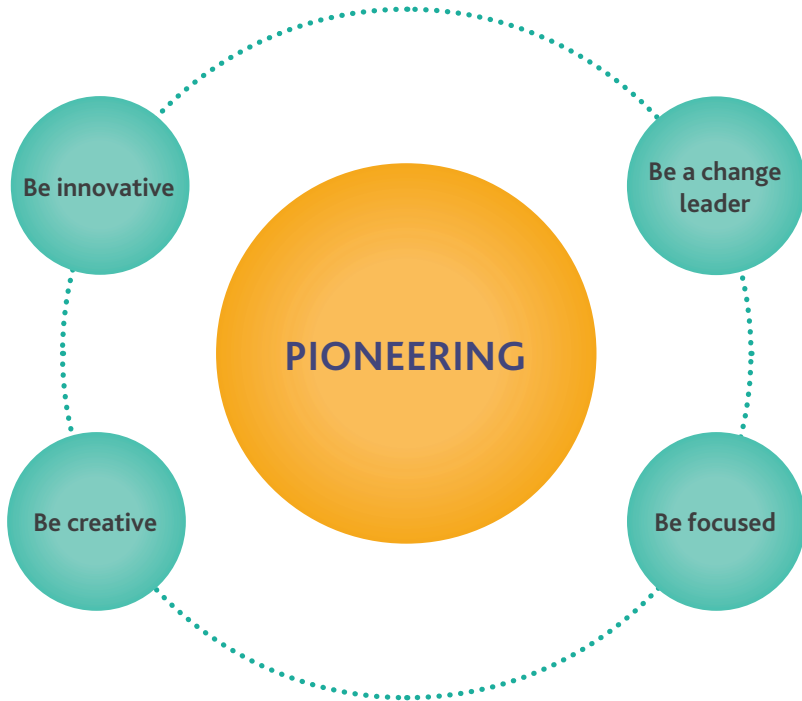
We work in a culture whereby it's OK to fail, as we all do at some point. If you make a mistake that reflects poorly on you, tell your line manager before (s)he asks about it. Explain what you did, why you were wrong, and what you propose doing about it.

Do what you say you're going to do, by when you say you're going to do it (or update people accordingly). If you do this 100 % consistently, you'll become known for being reliable and keeping promises.

“We delight in the beauty of the butterfly, but rarely admit the changes it has gone through to achieve its beauty.”

Maya Angelou

Pioneering & associated behaviours



PIONEERING

Here are the behaviours associated with Pioneering:

BE A CHANGE LEADER

We support each other through change, communicating the need for change and what this means for those involved. Change can be exciting but it can also be unsettling. We seek to understand others' reactions and support them through the change process.

Whether in a direct care role or in support of this, we lead by example and encourage others to lead their teams by example.

BE FOCUSED

We strive to continuously improve the support and care we deliver. We keep up to date with new thinking in our areas of expertise, and developments in our areas of work. We look for new ways to develop our skills and knowledge with a firm focus on delivering outstanding care and support.

BE CREATIVE

We are creative in how we approach problems and overcome challenges, and in finding the most effective solution. We support others in generating and thinking through ideas.

We actively seek opportunities to try innovative and creative ways of doing things, and share our learning with others.

BE INNOVATIVE

We have the courage of our own convictions, speaking out for what we believe in and to further the cause of those we support and care for. In doing so, we remain curious, seeking to understand the views and opinions of others.

We believe in the notion of “nothing ventured, nothing gained”, whilst always being mindful of the environment we operate in.

“Each person must live their life as a model for others.”

Rosa Parks

MAKING OUR BEHAVIOURS PART OF ALL WE DO

Our St Luke's values and behaviours will contribute to our success, and will support us in achieving our vision for an environment where everyone benefits from personalised and compassionate care when they need it most.

Our values will help to guide us in our ethical and good practice and assist in our decision making. By putting our values at the heart of everything we do we can ensure St Luke's continues to be a great place to work.

EMBEDDING OUR BEHAVIOURS

Our values and behaviours belong to everyone who works at St Luke's. No one person owns them, but you all have responsibility to ensure that our values and behaviours are a core part of our working lives.

We encourage you to talk about the values and behaviours. Openly discuss what they mean in the context of your work.

Think about where are we performing well against the values and behaviours. Where can we continue to develop and improve?

Hold yourself and others to account for delivering our values.

If you have any queries about our values and behaviours, please speak to your line manager or get in touch with a member of the Executive Team.