

# BEING

# HUMBER



# WHY HAVE BEHAVIOURAL STANDARDS?

We want Humber Teaching NHS Foundation Trust to be ‘a provider of high quality services’ and ‘a great place to work’.

As an organisation we are committed to **Caring, Learning and Growing** and passionate about supporting our colleagues to be **healthy, engaged and empowered to make a difference. Everyone who works for the Trust plays a part in achieving this.**

This framework sets out the behaviours expected of all colleagues which are not explicitly described in our job description. The personal skills and attributes around 'how' we are expected to approach our work should be combined with professional and technical skills to inform every action we take.



# OUR MISSION, VISION AND VALUES

## OUR MISSION

Humber Teaching NHS Foundation Trust  
- a multispeciality health and social care  
teaching provider committed to Caring,  
Learning and Growing.

## OUR VISION

We aim to be a leading provider of  
integrated health services, recognised for  
the care, compassion and commitment  
of our colleagues and known as a great  
employer and a valued partner.

## OUR VALUES

**Caring** for people whilst ensuring they are  
always at the heart of everything we do.

**Learning** and using proven research as  
a basis for delivering safe, effective and  
integrated care.

**Growing** our reputation for being a  
provider of high-quality services and a  
great place to work.

## OUR GOALS

- Innovating quality and patient safety
- Enhancing prevention, wellbeing and recovery
- Fostering integration, partnership and alliances
- Promoting people, communities and social values
- Developing an effective and empowered workforce
- Optimising an efficient and sustainable organisation

# EXPECTATIONS AT A GLANCE



**BE OPEN  
AND HONEST**

**BE PROUD  
OF THE ROLE  
YOU DO AND  
HOW THIS  
CONTRIBUTES  
TO PATIENT  
CARE**

**VALUE THE  
CONTRIBUTION  
OF EVERYONE**

**BE FRIENDLY  
AND WELCOMING**

**SHARE  
LEARNING  
WITH OTHERS**

**RECOGNISE  
DIVERSITY  
AND  
CELEBRATE  
THIS**

**TEAM WORKING  
ACROSS ALL  
AREAS**

**SEEK OUT  
AND ACT ON  
FEEDBACK**

**ENSURE ALL  
OUR ACTIONS  
CONTRIBUTE TO  
SAFE CARE AND  
A SAFE WORKING  
ENVIRONMENT**

**COMMUNICATE  
EFFECTIVELY:  
LISTEN TO  
OTHERS AND  
SEEK CLARITY  
WHEN NEEDED**

**PUT PATIENTS  
AT THE CENTRE  
OF ALL WE DO**

**SHOW  
SUPPORT  
TO BOTH  
COLLEAGUES  
AND PATIENTS**

**RESPECT  
SHOWN TO  
EVERYONE**



**WHAT WE EXPECT TO SEE AND HEAR**

**Being friendly and welcoming**

Simply introduce yourself.

- Explaining who you are and telling them your role helps to put people at ease
- Smiling, making eye contact, using open body language and appropriate tone of voice helps in building rapport with people

**Respect shown to and for everyone**

Show empathy, put yourself in their shoes (patients and colleagues) to try to see things from their perspective i.e., understand how they are feeling, their roles and pressures.

- Talk directly with people about their care and any issues you are dealing with
- Use appropriate language
- Treat others as they wish to be treated
- Have an awareness of the different cultural needs and beliefs and provide appropriate resources and support

**WHAT WE DON'T EXPECT TO SEE AND HEAR**

**Unfriendly behaviour and ignoring people**

No introductions, including avoiding eye contact with individuals.

- Closed body language where you appear unapproachable and rude
- This can make people feel vulnerable and invisible. It is inappropriate to ignore people even if you are not the person they need to speak to. It creates a bad impression

**Disrespectful behaviour including that which constitutes bullying, harassment or discrimination**

Ignoring what the other person is saying and showing no regard for how they are feeling or their perspective.

- Gossiping and talking about people 'behind their back' or talking over people
- Aggressive behaviour
- Any behaviour which is humiliating or offensive to others and constitutes bullying or harassment
- Any use of bad language

**WHAT WE EXPECT  
TO SEE AND HEAR****Act professionally always**

Present yourself in a professional way, in how you speak to people and your dress code.

- Follow our Trust policies
- Make sure confidentiality is always maintained, be aware of where you're having conversations and the information you have access to
- Speak up and escalate concerns appropriately, either about unsafe practice or inappropriate behaviour
- Be open to challenge and welcome feedback from others
- Regularly review your performance against feedback to ensure you are doing the best in your role and working within current practices

**WHAT WE DON'T EXPECT  
TO SEE AND HEAR****Unprofessionalism**

Being disrespectful to people. Not following the appropriate dress code.

- Inappropriate conduct or failure to follow policies and processes causes undue worry for patients and colleagues
- Breaching confidentiality by discussing patient or colleagues information including leaving documentation visible on desks or in an open environment
- Criticising others for speaking up on behalf of patient safety and any inappropriate behaviour
- Ignoring feedback provided and refusing to take issues on board or make changes to behaviour
- Continue to work as you have done rather than reviewing performance and ensuring you are working within current practices
- Bringing personal issues into the workplace and letting them interfere with your work



**WHAT WE EXPECT TO SEE AND HEAR**

**Put patients at the centre of all we do**

Care is provided at the right time, by the right people in the right way.

- Patients are involved in decisions about their care
- Time taken to really care
- Time taken to really listen to patients and respond to their needs
- Engage with the patient's family or carer
- Care provided with compassion and empathy
- Information provided to patients in a timely way, keeping them updated about what is happening with their care
- Engage with all members of the multi-disciplinary team to provide care
- Focus on quality of care being given and seek assistance when required

**Value the contribution of everyone in the team**

Value and recognise, through praise, the contribution everyone makes to the team

- Share compliments - tell people when they have done a good job and make sure you pass on compliments you have heard and received
- Recognise good practice and behaviour
- Acknowledge ideas and encourage individuals to try new ways of working and practising
- Celebrate success of everyone
- Provide feedback to colleagues when things are going well and when they aren't

**WHAT WE DON'T EXPECT TO SEE AND HEAR**

**Patients are not seen as important**

Patients and families are ignored and treated unfairly.

- Decisions are made for patients without their involvement
- Apathy, lack of compassion giving the impression you don't care and saying you are too busy to help
- A lack of communication with the patient and their family or carer/s
- Putting individual agendas before patient care
- Lack of or no information provided to patients, so they are left wondering what is happening
- Your mood affecting how you treat patients
- Ignoring other team members involved in the patients care, not working together or passing on essential information regarding the care

**Colleagues are not valued**

Ignore and fail to recognise the contribution everyone makes to the team

- Compliments are not shared, and feedback not given to team members
- Ideas are either dismissed or not encouraged
- Feedback only given when things aren't going well and given in public, causing humiliation
- Patronising and judgemental behaviour, including belittling team members
- Ignoring the achievements and successes made by the team and team members



**WHAT WE EXPECT TO SEE AND HEAR**

**Effective communication**

Communicate effectively in face-to-face, telephone and written interactions.

- Show empathy and understanding of your message and consider how it will be taken on board
- Keep people informed ensuring communication is timely, is delivered using the most appropriate method and language people understand
- Active listening, take time to really listen so the person talking to you really knows you are hearing what they have to say
- Show patience and understanding, take time to really understand what someone is trying to tell you so we can take intelligent action as a result
- Encourage everyone to have a voice
- Give everyone a chance to ask all their questions, remembering there is no such thing as a 'daft question'
- To make the most of virtual meetings I have my camera on and participate to the best of my ability

**Open and honest in your actions**

- Take responsibility for your own work and tasks
- Take responsibility for your own actions
- Honesty when things go wrong, take ownership and accountability
- Keep promises you make following them through

**WHAT WE DON'T EXPECT TO SEE AND HEAR**

**Ineffective communication**

Communication is unclear or blunt and lacks empathy.

- People are not kept informed, and communication is done in a way which is easiest for you
- Jargon, abbreviations, terminology, and language is used which people may not understand
- No time taken to listen
- No opportunity given for questions which may leave people feeling anxious or unclear
- Interrupting people inappropriately in interactions

**Being dishonest**

- Blaming others when things go wrong, taking no ownership for your actions
- Failing to keep promises or make empty promises

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