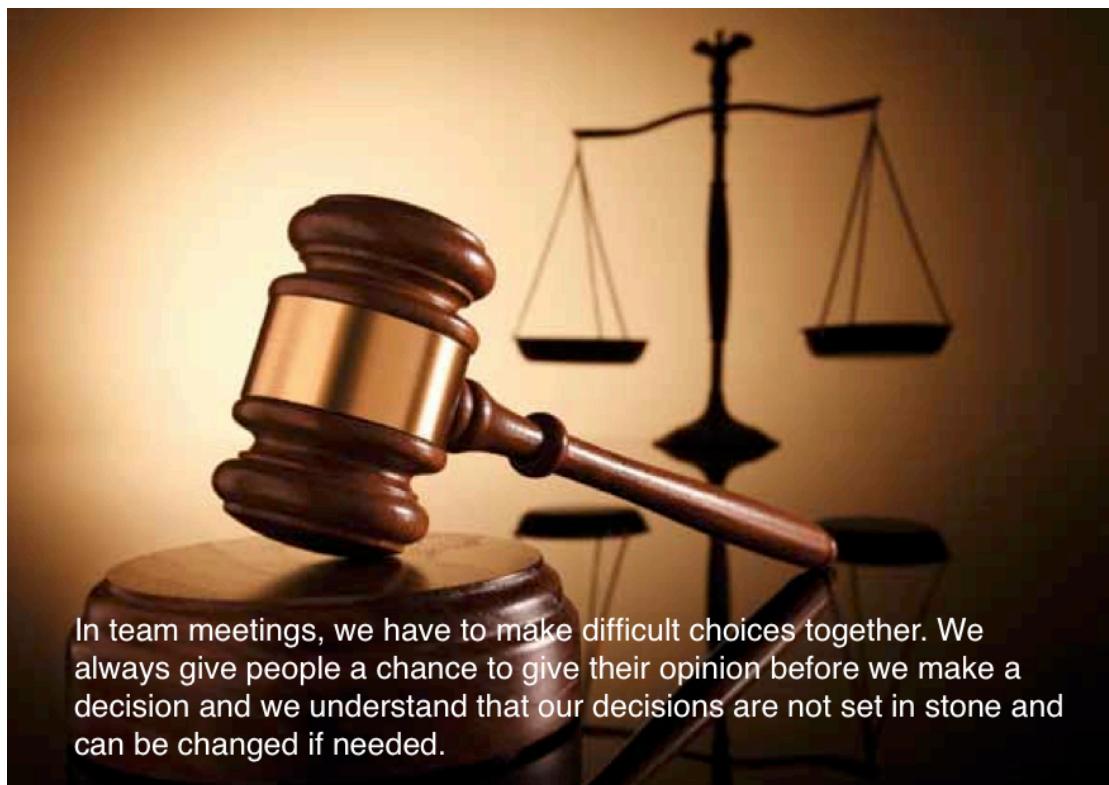




We show an active interest in people by asking questions and having a genuine interest in the things they are passionate about so that we can build connections.

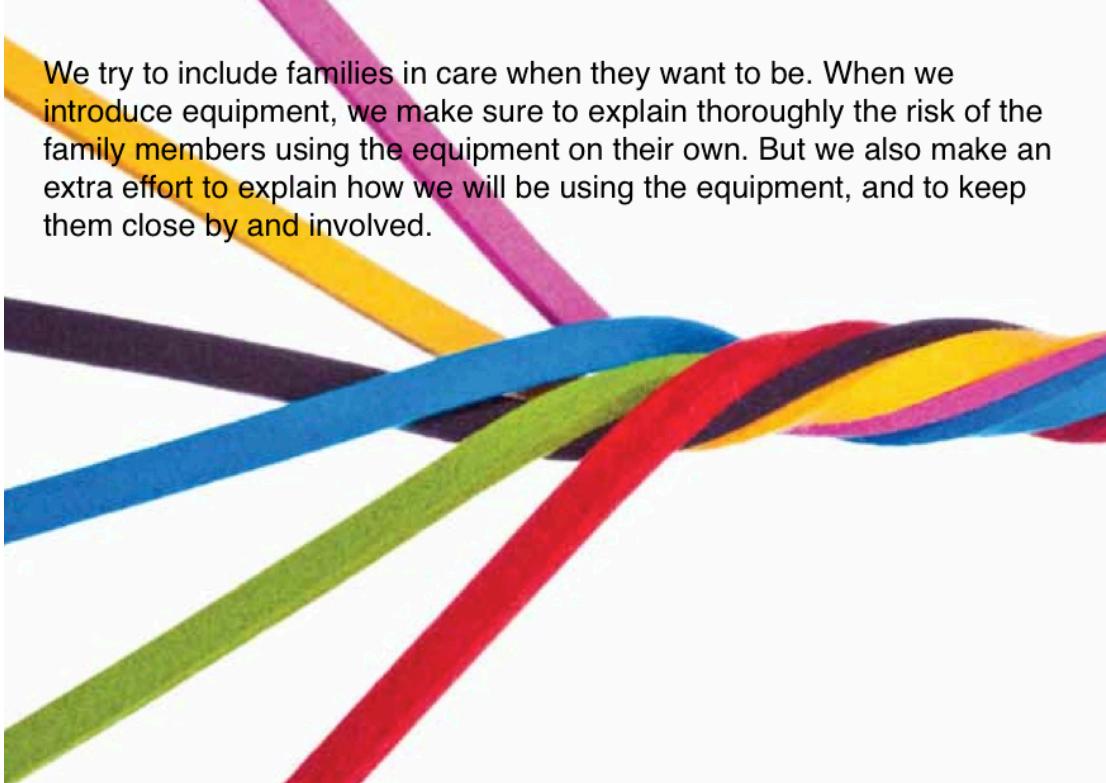


In team meetings, we have to make difficult choices together. We always give people a chance to give their opinion before we make a decision and we understand that our decisions are not set in stone and can be changed if needed.

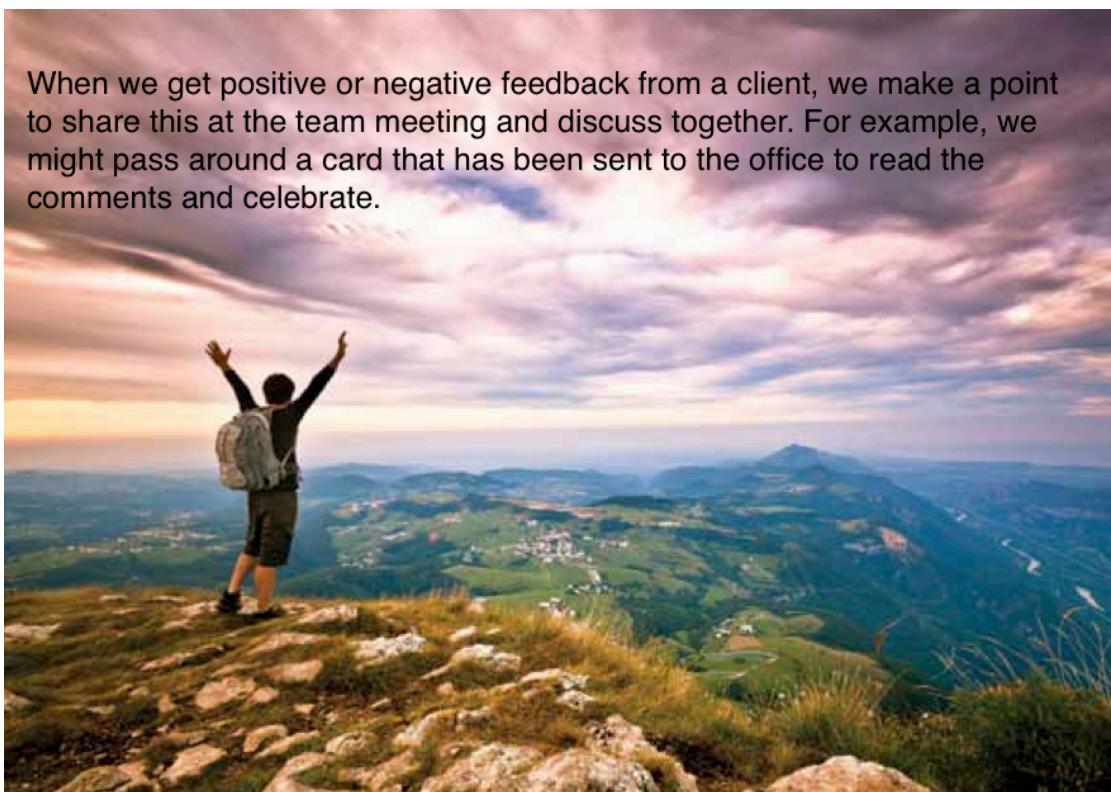
We make an effort to enquire about how clients are doing, especially if they are going through a tough time. For example, if we meet a family member of a client out and about, we might ask them about the client's health today, or when a client comes home from hospital, the staff who go out to visit first might call up the office to let them know how the person is settling in.



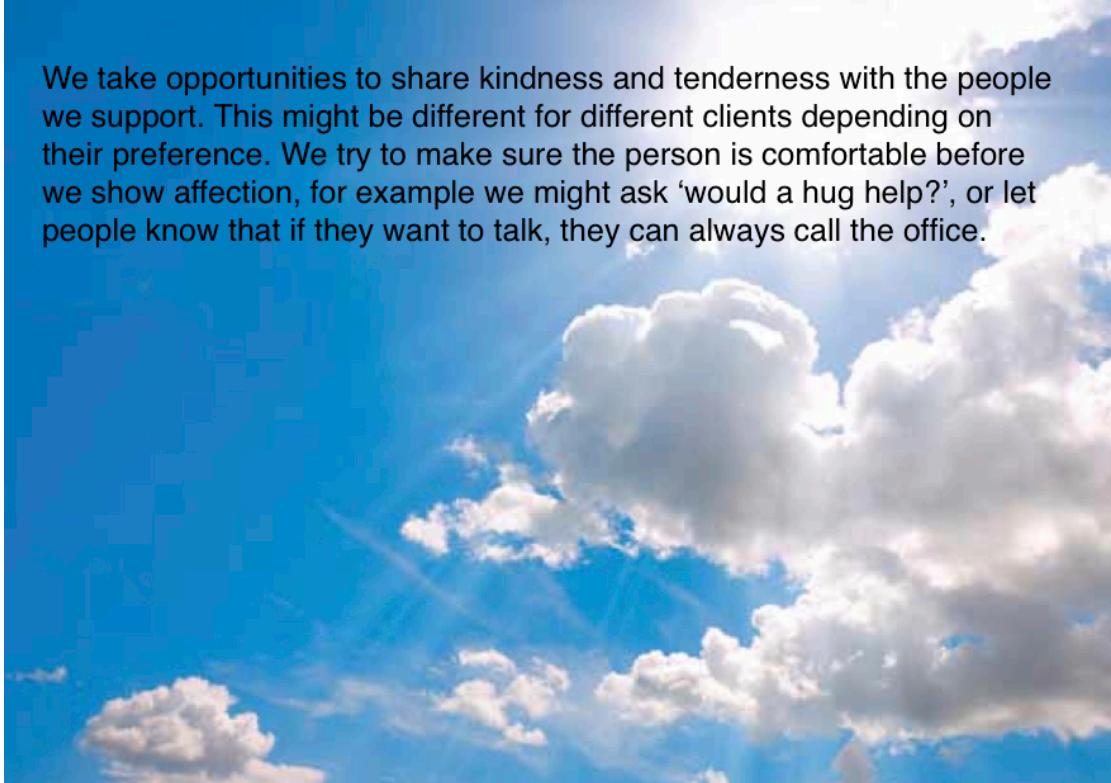
We try to include families in care when they want to be. When we introduce equipment, we make sure to explain thoroughly the risk of the family members using the equipment on their own. But we also make an extra effort to explain how we will be using the equipment, and to keep them close by and involved.



When we get positive or negative feedback from a client, we make a point to share this at the team meeting and discuss together. For example, we might pass around a card that has been sent to the office to read the comments and celebrate.

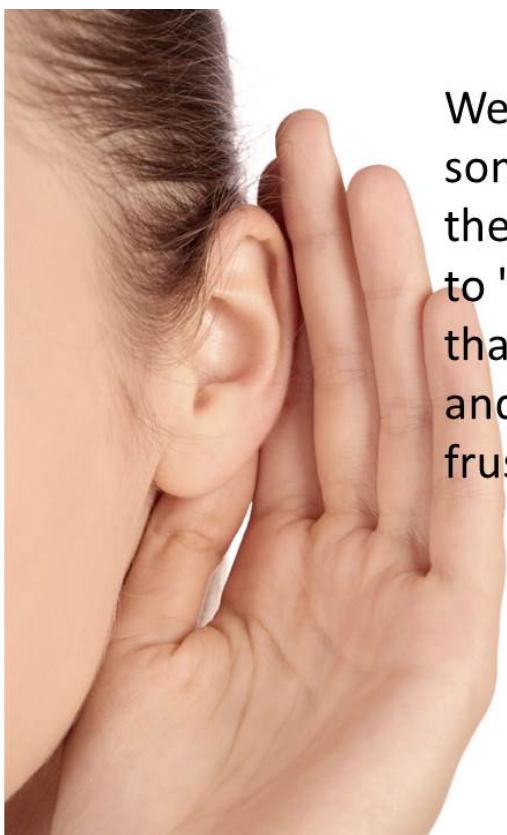


We take opportunities to share kindness and tenderness with the people we support. This might be different for different clients depending on their preference. We try to make sure the person is comfortable before we show affection, for example we might ask 'would a hug help?', or let people know that if they want to talk, they can always call the office.





We insist on respecting other people's views and ways of life. When we have a new client we don't know their ways of life, we are as polite as possible in their home. This could include wiping your shoes before you walk in the door, introducing yourself and taking off your jacket.



We remind ourselves that when someone is having a bad day there might not be a way to 'fix' it, but that part of our role is to listen and support even when we feel frustrated or helpless.

We try to think what it might be like for the other person, but are aware that each of us is different. We recognise that what we might value may be very different to what others value, so we make a point of checking out with others what matters to them.

For example, if we notice that someone seems quiet and withdrawn at a team meeting, we might think this is because they are busy and have other places to be, but instead of making this assumption we would make an effort to ask them afterwards how they were feeling about the team meeting and find out more.



When informing a service user about a work policy, such as no smoking while we are visiting clients, we share the policy with them, and ask them how they feel about this and how we can support them to work with this policy



We share something about ourselves as people (not our issues, but what really matters to us as individuals) as this helps us to develop meaningful relationships.



When we know that one of our colleagues is finding parts of their role challenging, we do what we can to support them. We might make things easier for them by helping prepare any complicated equipment ahead of their shift or pop the kettle on when they're coming in to the office so that they can unload and have a chat.



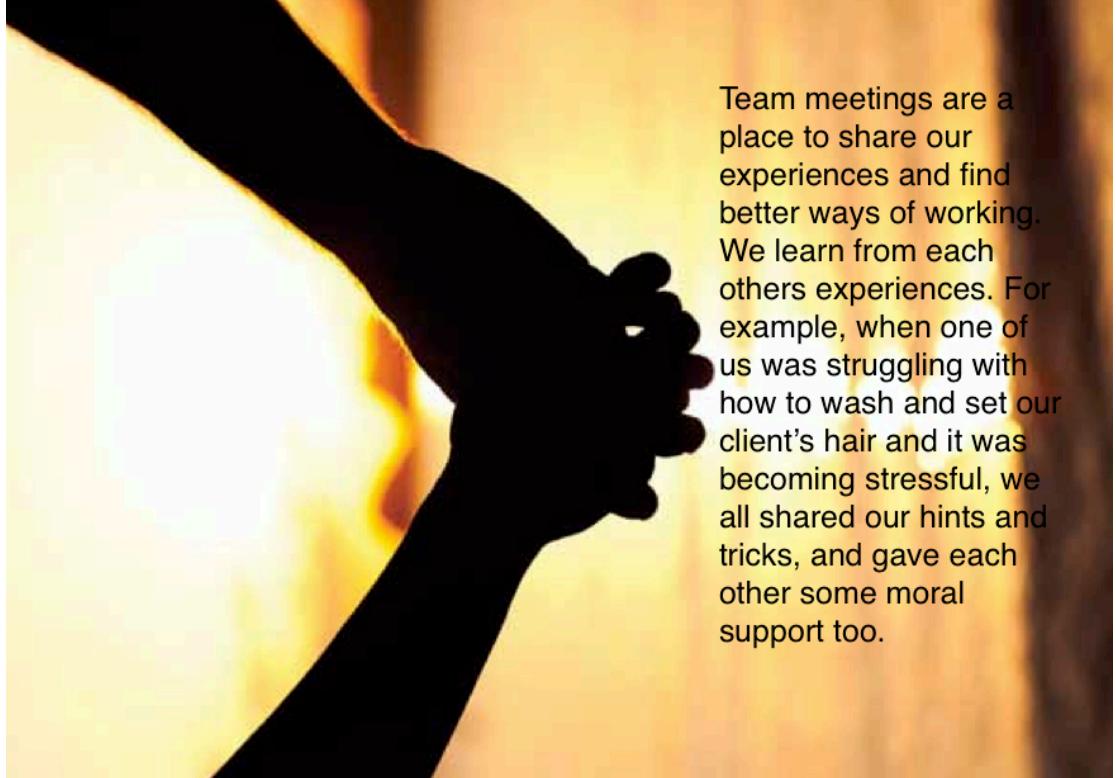
We use team meetings to celebrate what we do well and share positive feedback. We schedule 5 minutes at every meeting to take turns discussing what we're pleased about in our job roles.

We share our passion for the work we do together at team meetings. But if we get too heated, we make an effort to calm down and listen to each other. We do this by asking questions about each others feelings or experiences, or taking some time out to compose ourselves.





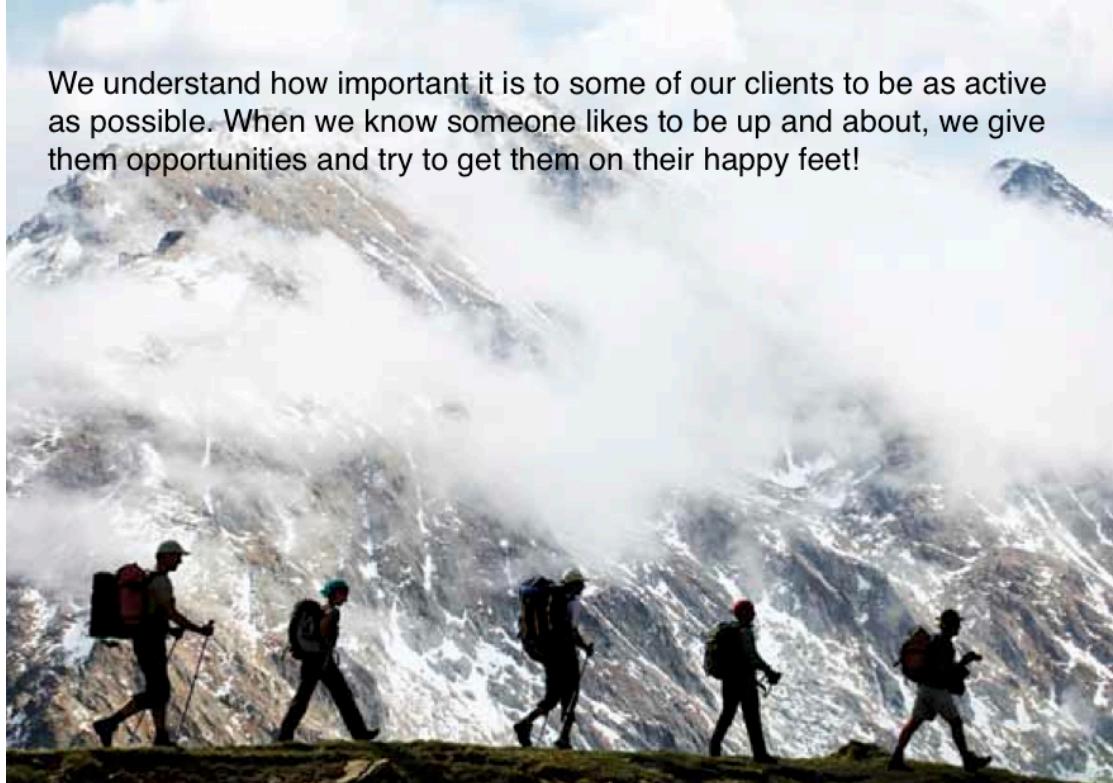
We make sure that our team meetings are a positive space where we share information. We respect each others opinions and listen.



Team meetings are a place to share our experiences and find better ways of working. We learn from each others experiences. For example, when one of us was struggling with how to wash and set our client's hair and it was becoming stressful, we all shared our hints and tricks, and gave each other some moral support too.



We try to notice the things that we value about people and thank them specifically for this. For example, when I noticed that my colleague had gone the extra mile and set up a night bag in advance of my shift, I texted to say thanks. Or when a staff member made themselves available at short notice to cover a shift - the office let them know how helpful that was.





We make ourselves known in a persons home by knocking on the door, ringing the doorbell, or saying hello from down the hall even if they aren't able to let us in. This helps us show people that we respect their home and lets us greet them properly.





We all try to be curious with the people we support and ask them what we can do to improve their experience. When I asked my client - is there anything that we can change to make the service better for you? She answered no, without my carers I would be really lonely, you are like my family and I would not change a thing.