



Our values
and
what we expect to see
from staff

Choice

	<p>For Citizens we support this means that they have choice about every small and big decision in their life, including where they live, who they live with, where they work or go on holiday, whether to have tea or coffee, when to go to bed. Choice for citizens is key to Life Path Trust providing quality support.</p>
	<p>For staff this means supporting citizens to make informed choices and enabling their decisions to become reality. This means being committed to delivering quality support.</p>

	We expect to see:		We don't want to see
	You give people your full attention.		You do not give people attention. You may be using your phone or reading a book.
	You give people support when they need it.		You give people excuses for not doing things when it is needed
	You are warm, kind reliable and compassionate towards the people you support.		You are intimidating, patronising or unreliable.
	You are flexible and react calmly to whatever goes on in the day making changes as necessary.		You are reactive, panic and lose control when things change.
	You follow agreed procedures.		You ignore procedures.
	You identify when support is not safe or of good quality.		You ignore unsafe work or poor quality support.

Opportunity

	<p>For Citizens we support this means that they have the opportunity to take part in activities they choose, to study and achieve qualifications.</p>
	<p>For staff this means supporting citizens to participate in opportunities.</p> <p>It also means that we will provide you with opportunities to learn skills and reflect on your work</p>

	We expect to see:		We don't want to see
	You support people to participate in community opportunities.		You not supporting people to be part of their community.
	You go to training.		You are not interested in developing yourself.
	You reflect on your work and how it affects others.		You not taking time to reflect or realise the impact you have on others.
	You accept and reflect on feedback.		You being dismissive and defensive about feedback.
	You are honest and transparent and admit when you have made a mistake.		You blame others when things go wrong and do not accept when you have made a mistake.
	You know your limits and ask for support.		You are not willing to ask for help or support when it is needed.

Rights

	For Citizens we support this means that they have the right to live an ordinary life with all the rights that other citizens in the County have. Citizens have the right to be treated with dignity and respect.
	For staff this means supporting citizens to exercise their rights and to treat all people with dignity and respect.

	We expect to see:		We don't want to see
	You support people to exercise their rights.		You deny citizen's rights.
	You treat everyone (including citizens and other staff) with equal respect.		You make assumptions about people and treat some people with more respect than others.
	You listen to people		You ignore people.
	You respect people's right to make their own choices and decisions.		You do not respect people's choices and decisions.
	You support people to retain		You do not respect people's dignity

their dignity and respect their privacy.	and privacy, shouting across the room or entering their homes without their permission.
You communicate with people in a clear, open and straight forward way.	You use jargon or talk to people in a patronising manner.
You are sensitive to the needs and concerns of families.	You do not pay attention to family's needs or concerns.

Independence



For Citizens we support this means that they have the right support to do all the things that they can. For somethings this may mean no support while for other things they may need support every step of the way.



For staff this means supporting citizens in appropriate ways to be independent. It means working together with citizens, with their families, with other members of staff and with other professionals.



We expect to see:



We don't want to see

You enable and empower people to do things for themselves.	You take control away from people.
You offer people a range of realistic options.	You do not offer people choice or give them false expectations.
You work willingly as part of a team.	You work in isolation and do not contribute to the team.
You understand and respect that other people have different priorities and needs.	You do not respect other people's priorities and are not flexible.
You involve families when appropriate	You exclude families or do not give them information when required.
You work with other professionals when needed	You do not share information with other professionals.