

1.18.3 Adoption of NHS Principles

Please describe how you will adopt the principles inherent in the NHS Constitution and the stated values of the Clinical Commissioning Groups and instil fundamental standards of conduct that support these principles including how you will ensure that your staff adhere to the NHS Constitution including the fundamental standards of behaviour for your proposed service.

<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

(Maximum Word Count 1000 words)

Words used = 954

1.18.3.1-Key roles in ensuring principles are adopted

The contract leads (Operations Manager, Clinical Services Manager and Medical Lead) and the Staffordshire Area Operational Director as the single point of contract accountability, will be responsible for ensuring all staff work in line with the NHS Constitution, the fundamentals of care and the commissioner standards of conduct for this service. Ultimate accountability sits with the Executive Director of Nursing & Quality, delegated to the Regional Directors, Area Directors and contract leads.

The contract leads will monitor the staffing standards within the service delivery to ensure our staff are delivering high-quality services with respect and dignity and have support mechanisms in place, appropriate training opportunities and the freedom to speak up.

Vocare employs staff with the required knowledge, skills, experience and qualifications, as well as personal attributes to provide high-quality compassionate care.

1.18.3.2-Organisational approach to adopting the NHS Constitution principles

Vocare delivers services in line with the vision and values of the NHS laid down within the NHS Constitution. Requirements are delivered during induction and training and reflected in our code of conduct, the employees' handbook and in policies/procedures held within the service. We only employ high calibre staff, who fulfil the competency framework requirements for the role, and they often have significant experience in working in the NHS and strive to maintain the high-quality expectations of the NHS.

Vocare's vision to promote the NHS in all we do is reflected in our 'provider promises', aligned to the values of the NHS and commissioners. We use these 'promises' to align employee expectations during staff induction, monthly 1:1s and annual appraisals.

Patients First	<p>Our first priority is to our patients, providing them with high quality, safe and effective timely care.</p> <p>We deliver care with empathy, dignity and respect.</p> <p>We communicate clearly and listen well to patients and colleagues.</p>
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Quality Services	<p>We aim to provide excellent care at all times.</p> <p>We continuously improve our services, learning from successes and mistakes whilst avoiding blame.</p> <p>We pioneer new and innovative ways of working that benefit our patients.</p>
Integrity	<p>We are open and honest.</p> <p>We will always be respectful and inclusive of others.</p> <p>We treat everyone fairly and avoid discrimination at all times.</p>
Accountability	<p>We take personal and collective accountability for the way we deliver our services.</p> <p>We adhere to professional standards and take responsibility for our actions.</p> <p>We work hard on behalf of our patients and always strive to do the right thing.</p>
One Team	<p>We have a shared objective, to provide the very best care for our patients.</p> <p>We value each other's skills, experience and contributions.</p> <p>We are collaborative and work together to build outstanding services.</p>

1.18.3.3-Contract level adoption of the CCG stated values

Vocare recognises the importance and benefits of aligning to the NHS, ensuring a common standard and set of expectations that are familiar to the commissioners of services and the CQC.

Vocare provides services to all patients who access them, irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status (protected characteristics).

1.18.3.4-Instilling fundamental standards of conduct that support these principles

Vocare provides training on the expected code of conduct required at induction. Each staff member's performance, attitude and behaviour will be assessed and reviewed monthly by their line manager. Opportunities to develop and adapt to the expectations of the role will be offered to employees in a supportive manner and reviewed before their probation meeting.

Vocare employs staff with the required knowledge, skills, experience, qualifications and personal attributes to provide high-quality compassionate care. We recognise the rights of our staff in flexible working with a policy that reflect this and managers meet regularly with staff to ensure they are supported, with clinical supervision available if required.

We are open and transparent in our approach to expectations from our staff. If employees do not meet the high standards expected, despite being supported to achieve them, further action is taken.

1.18.3.5-Ensuring staff adhere to the NHS Constitution including fundamental standards of behaviour for the service

We provide our staff with suitable safe working environments and recognise our legal obligations regarding H&S, providing them with the tools to do their work.

We support our employees regarding their right to raise complaints about the service and have a Whistleblowing Policy and a Freedom to Speak Up Guardian to support this. Vocare actively encourage staff in raising any concerns to enable both the team and the individuals learning and development as this all serves to improve the quality of care we deliver.

We provide all staff with terms and conditions of employment and seek to ensure no staff member is discriminated in any way. Managers are trained to recognise and respond to mental health concerns and a team of Mental Health First Aiders are present to support staff.

Vocare staff work in a highly regulated environment, where they are encouraged to highlight any concerns to managers and to promote and work within a culture conducive to the high standards we have come to know and expect from one-another.

We will measure patient experience regularly to ensure any trends are identified. We review them at employee level if there are any concerns. Vocare follows the NHS guidance for managing employment issues and does not tolerate inappropriate behaviours in the workplace.

We are committed to working with partners to deliver improvements in health and wellbeing and recognise the financial constraints and austerity within healthcare. As such, we will take care of our finite resources and ensure funding is used to benefit the people we serve.

We will respect the rights of our patients and our staff and strive to deliver the highest possible level of care to all who use our services.