



## Our values



### Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



### Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



### Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



### Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



### Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



### Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

## Evidenced by

- Being courteous, even when under pressure.
- Providing evidenced based, high quality care.
- Undertaking our roles and responsibilities to a consistently high standard.
- Leading by example, in all our professional relationships.

- Being focused at all times with a primary purpose of promoting high quality care for patients and families.
- Working together to prioritise our work.
- Using feedback to evidence and improve our work across all areas.
- Ensure quality is at the forefront of our focus, irrespective of whether our activities are directly visible to patients and families.

- Working with others across the organisation, and externally, to learn and share good practice to achieve constant improvement.
- When considering ideas, we will take into account the potential impact on the quality of care and will assess the impact and sustainability of any changes.
- Being willing to take some calculated risks in areas to achieve more than we can do on our own.

- Having policies and processes in place to support health and wellbeing for our staff and volunteers.
- Recruit and train our staff and volunteers to our values and behaviours.
- Recognise and celebrate compassionate care delivered by our staff and volunteers.
- Providing respectful, compassionate individualised care and support at all times for patients and their families which is responsive to their needs.
- Constantly striving to improve the experience of patients and relatives by listening to and acting on feedback.

- Delivering on our commitments and promises.
- Protect and enhance the organisation's reputation at all times and in everything we do.

- Individuals being accountable for their job role and responsibilities within the organisation; for what we do, why we do it and how we do it.
- Ensuring we are always honest, open and transparent in all our actions.
- Work within legislative, professional and organisational standards, national recommendations and boundaries.
- Using our resources and the funds entrusted to us effectively and wisely, in pursuit of our objectives.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

Being there for *you*  
and *your family*