



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

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Being there for *you*
and *your family*