



The Northam
Care Trust

OUR CORE VALUES IN ACTION



Compassion – We act with compassion when caring for people who use our services and in our communication with our colleagues. This includes speaking with kindness and listening without judgment at all times. Compassion is built into our everyday practice and we are not afraid to challenge when we see it is not.

What Our Staff Do:

- Through active and open listening: Listening carefully without judgment and an open heart.
- Be open and accepting of the people we support and other staff members.
- To support the needs of others.
- To look to understand and empathise others situations and challenges.
- Work with health professionals to ensure clients individuals needs are being met.
- By demonstrating kindness when supporting others in a unique and individual manner.
- Embracing non-judgmental attitudes, recognizing diverse perspectives, and providing unwavering support during times of distress or uncertainty.
- By treating everyone equally and respectfully.

What Our Leaders Do:

- Promote compassion first hand through their actions and leadership styles.
- By having a strong focus on understanding, empathising, and supporting our workforce.
- By encouraging self-compassion within the workplace.
- By creating systems where staff can air the thoughts and be heard.
- Learning through feedback from staff and implementing positive change.
- Through expressed gratitude and appreciation of the hardwork and dedication of those within the trust.
- By supporting the individual needs of those within the organisation.
- By fostering a caring, supportive, and inclusive workplace where everyone can flourish.