



## **Integrated Care Framework - Values and Behaviours**

### **1. Care**

Care is our core business and that of our organisations and the care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

### **2. Compassion**

Compassion is how care is given through relationships based on empathy, respect and dignity. It can also be described as intelligent kindness and is central to how people perceive their care.

### **3. Competence**

Competence means all those in caring roles must have the ability to understand an individual's health and social needs.

It is also about having the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

### **4. Communication**

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do.

It is essential for "no decision about me without me". Communication is the key to a good workplace with benefits for those in our care and staff alike.

### **5. Courage**

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns.

It means we have the personal strength and vision to innovate and to embrace new ways of working.

### **6. Commitment**

A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients.

We need to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead.

## **Note**

These values and behaviours are aligned to the NHS 6 C's and complement the NHS Constitution.

Representatives of local and national social care organisations have reviewed the framework and agreed that the NHS-based values and behaviours articulated above reflect the ethos of social care and so are valid in integrated care settings and systems.

It is expected that the specific wording of the values and behaviours will evolve as integration between health and social care proceeds and is reinforced, for example, through the Care Certificate and the development of Apprenticeship Standards.