

## Our Vision

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**Our Vision is to be 'A Superb Place to Live or Work'.**

We'll recruit and support people that share **Our Values** to build a strong, successful team that helps each other improve skills and uses best practices. We commit to prioritise our residents needs and provide a continuously improving, always outstanding, service.

**Our Values** are to all:

**Be Caring** and compassionate to residents ensuring they always receive great service. Promote resident choice and dignity and show them and teammates consideration and respect.

**Achieve Excellence** through continuous improvement and aiming to excel in all that we do. Focus our thoughts, energy and attention on what we are doing to meet our goals whilst embracing innovation to ensure we enhance our service.

**Have Commitment** to our vision and values. By continuously improving and supporting each other by prioritising our residents' wellbeing at all times.

**Take Ownership** of all we do. Complete all work competently, with pride and pass any incomplete tasks to appropriate teammates. Always be open and honest, take personal responsibility and be accountable for actions. Own up to errors and learn from them within our 'no blame' culture.

**Communicate Well** by using peoples preferred names, and always respecting confidentiality and discussing concerns in private. Never gossiping or being offensive and using 'Plain English' in all communications.