

## Example values and behaviours framework for adult social care workplaces

This example framework describes some of the values and behaviours that are central to providing high quality, personalised and effective care to adults drawing on care and support.



Having a clear values and behaviours framework enables employers to effectively recruit and manage staff who are aligned to their workplace values and culture, and who will deliver the best outcomes for people drawing on care and support. It underpins a values-based approach to the recruitment and management of staff.

## About the values and behaviours framework

This framework was developed in consultation with staff and managers working in adult social care organisations in Oxfordshire, along with people who need care and support and their carers. The aim was to provide a framework which brought together the many different standards, values and commitments that could apply to any employer or organisation providing services in the adult social care sector.

This example framework underpins Skills for Care's seminars, tools and resources on values-based recruitment and retention.

## How to use the values and behaviours framework

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### 1. If you don't yet have a values and behaviours framework in your workplace

- Review this framework and think about how it would apply to your workplace culture and the expectations you have of staff.
  - Involve and include staff and people drawing on care and support to discuss the framework to get their feedback and input into making it relevant to your workplace.
  - Make changes to the language of the values and behaviours framework to ensure it reflects and describes your workplace culture.
  - Ensure your senior management team or recruitment partners are committed to adopting and using the framework throughout your workplace.
  - Communicate the new values and behaviours to existing staff.
  - Plan how to embed the new values and behaviours into all aspects of your recruitment and management processes.
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### 2. If you already have a values and behaviours framework in your workplace

- Using the mapping tool provided, map your existing values and behaviours onto the framework.
  - Are there any gaps?
  - Are there any areas you could add to your framework to enhance it?
- Once you have updated your framework, share it with your senior managers or recruitment partners and ensure they are committed to embedding it in the workplace.
- Review and reflect on how well you have communicated your framework to existing staff and to staff you are recruiting and how well it is embedded in your workplace:
  - Could you do anything more to communicate the values and behaviours clearly to staff?
  - Are the values and behaviours used in the most effective way when you recruit and manage your staff?

## Neuro-inclusivity

Some neurodivergent individuals may have challenges understanding how they can demonstrate these values and/or behaviours. They may benefit from being given explicit examples of how other people demonstrate these values and/or behaviours in adult social care, which may make it easier for them to see how they have demonstrated the value and/or behaviour in other settings such as at their home when caring for a relative, rather than constructing the meaning for themselves.

## Dignity and respect

This means staff:

- treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation, neurodivergence or disability
- accept and respect people's individuality
- take time to listen to people and understand what's important to them
- communicate in an open, accurate and straightforward way using appropriate language
- allow people to maintain their dignity and feel comfortable, particularly when receiving personal care
- protect and respect people's confidential personal information
- check with people about how they want to be addressed and use humour appropriately
- respect people's right to make their own decisions and choices about how they want to be supported
- respect people's homes, family relationships and facilities
- respect the position of trust they have with people who draw on care and support and customers
- deal sensitively and appropriately with behaviour that challenges.

## Learning and reflection

This means staff:

- commit to learning and to developing themselves in their work
- are self-aware and regularly reflect on the work that they do, how they do it and the impact they have on those drawing on care and support
- are honest and transparent and not afraid to say when they have done something wrong
- support, coach and mentor people who draw on care and support and/or other staff to enable them to learn new skills and increase their self-esteem
- seek, reflect on and learn from feedback from colleagues, people who draw on care and support and their families
- are open to learning from others and willing to share knowledge and best practice
- know their own limits and know when to seek support and advice
- think innovatively about how to best use limited resources to come up with new ways to support people who draw on care and support.

## Working together

This means staff:

- empower, encourage, and enable people who draw on care and support and other staff to do things for themselves and to make their own decisions
- communicate options and offer realistic choices to people who draw on care and support
- build two-way relationships of trust with colleagues, people who draw on care and support and other stakeholders
- commit to working with and supporting others as part of a team
- communicate effectively with others, using detailed and appropriate communication, including handover tools
- understand and respect other people's priorities
- adapt their approach according to the individual, situation, and context
- develop local networks and involve other professionals when needed for additional information and support.

## Commitment to quality care and support

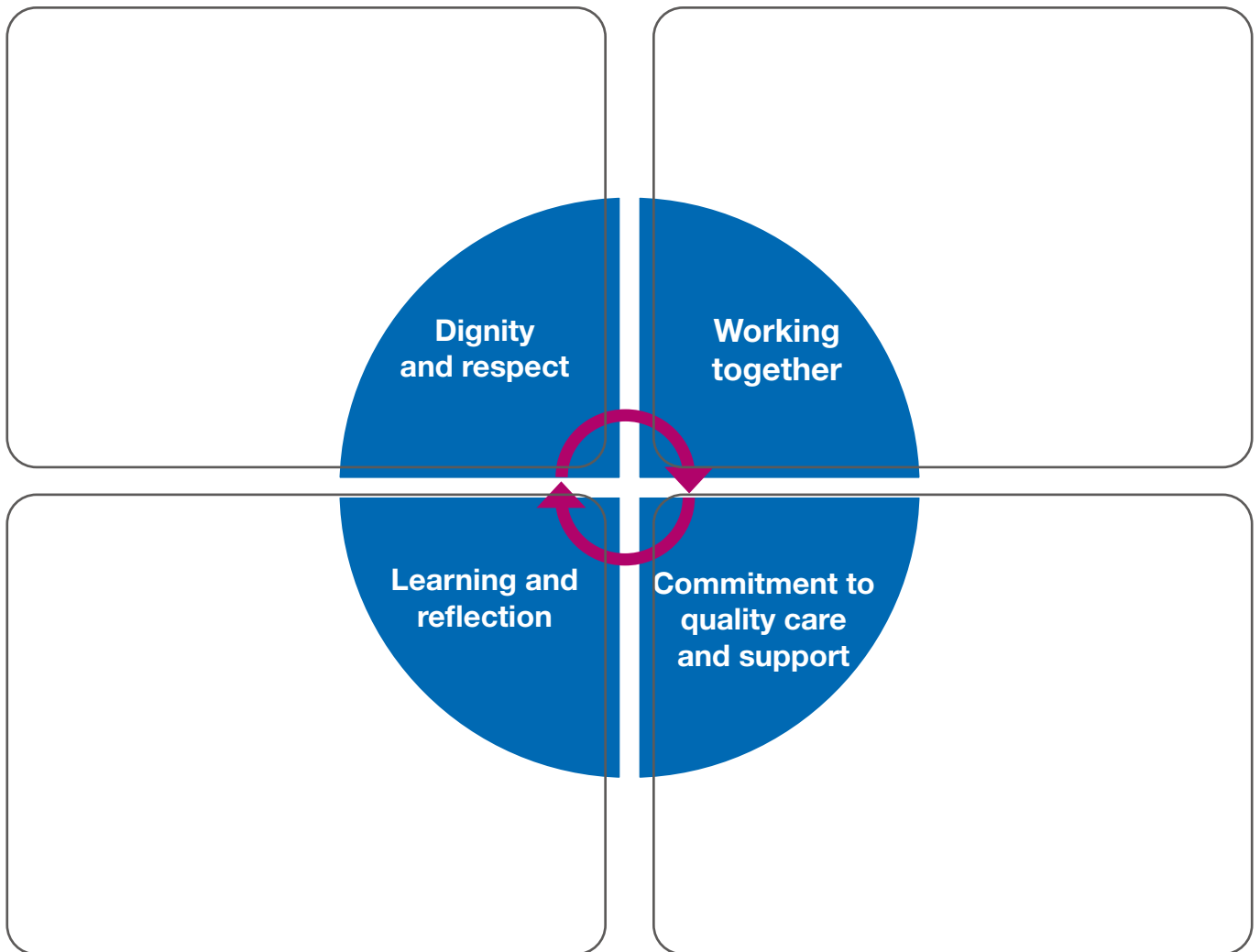
This means staff:

- are committed and passionate about doing anything they can in their work to make people who draw on care and support's lives easier
- contribute to delivering person centred care, putting the person drawing on care and support at the heart of everything they do and helping them when they need it
- give people who draw on care and support their full attention
- are authentically warm, kind, empathetic, reliable, and compassionate in their actions
- are professional and act with integrity at all times
- are flexible and proactive – responding calmly to what goes on in the day
- have clear boundaries with customers and people who draw on care and support and follow procedures and guidelines in their work
- are prepared to take positive risks, clearly explaining the consequences of risks to others
- take personal responsibility for ensuring they contribute to the provision of excellent, safe, high-quality care and support to others
- have the courage to speak up and challenge others where they have concerns about the quality or safety of care being provided.

## Map your workplace values onto the example values and behaviours framework

Look through the example values and behaviours framework to help you to understand how each value is defined. Then look at your own workplace values, how they are defined and any behaviours or competency frameworks you already have in place.

In the boxes next to each value below, write which of your values most closely aligns to each of the example values.



Are there any values your workplace has which are not reflected in the example model?  
*Make a note of them here.*