

# Quality Statement Home Care

## Values

### **Our professional work is led by our values;**

Respect - We acknowledge and appreciate difference and will not seek to judge where difference exists.

Empowerment - We support and enable people to take control of their lives and achieve their goals.

Trust and integrity - We expect people to be able to rely on our services and be assured that our values will be upheld at all times.

Empathy - We provide the opportunity for people to be listened to and for their needs to be acknowledged and understood.

Equality - We provide people with the opportunity to receive accessible services with the aim of not intentionally excluding anyone who needs our support.

## Purpose

Age UK Northumberland's purpose is to promote the wellbeing and independence of older people in and around Northumberland.

## Promise

We promise to support, enable and inspire the local community to age well, empowering older people to thrive.

We respect that everyone is an individual and the best care experience for them is unique.

We believe discovery and delivery of the tiny details is the hallmark of personalised care.

We strive to effectively meet the needs of our service users and will arrange bespoke care programmes for each service user in conjunction with all other relevant professionals.

We are committed to total quality concepts and continual improvement throughout the organisation.

We are committed to continuous professional development for all staff and undertake regular programmes of staff training led by both our in-house multi discipline Registered Nurses and external organisations.

We regularly review our services and systems in line with ISO9001:2015.