

PHILOSOPHY OF CARE

Our aim is to provide a welcoming environment for patients and their families.

We respect the needs of the patients as individuals by:

- Recognizing each patient as unique, and whose interests are paramount.
- Attempting to understand their perspectives, opinions, and feelings, and to acknowledge their right to privacy.
- Considering the physical, psychological, social, cultural and spiritual needs of our patients and their families.
- Respecting the right of our patients to information and appropriate participation in decisions about their care.
- Respecting the need for information, support and care to our patients' families, involving them in patient care if they wish.

We believe our patients have the right to have care provided at the highest standards by:

- Considering the patient and their family as central to care planning and management.
- Providing the appropriate skilled team to deliver the care.
- Ensuring patients and families feel able to question their care, and receive honest answers.

We believe all our staff are important, and should:

- Feel valued and respected as individuals.
- Have access to a positive working and learning environment.
- Feel able to practice at levels consistent with their accountability.

