



The Swansea Bay Way

Better Health, Better Care, Better Lives

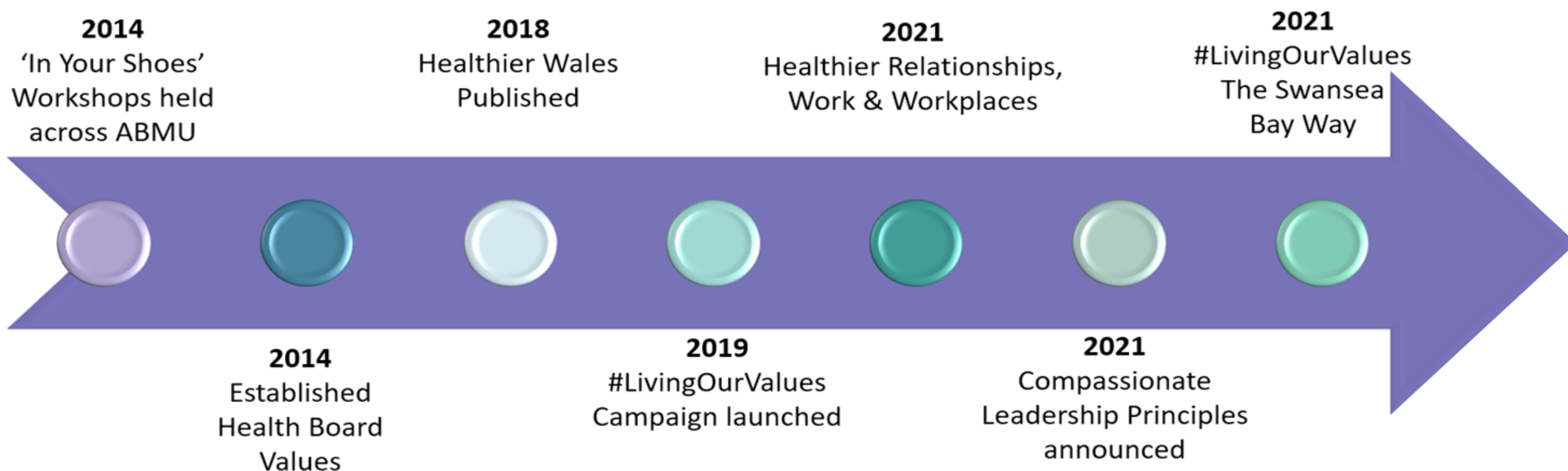


Strategic Context

Our vision is to continue developing our culture so that we are a place where people want to work and stay; by ensuring people feel valued, appreciated, listened to and supported to learn and develop.



Strategic Context



Caring for each other
Working together
Always improving





Just Culture Principles

The fair treatment of staff

Supporting staff to be open about mistakes

This clearly links with and supports our existing values and behaviours



Restorative Culture

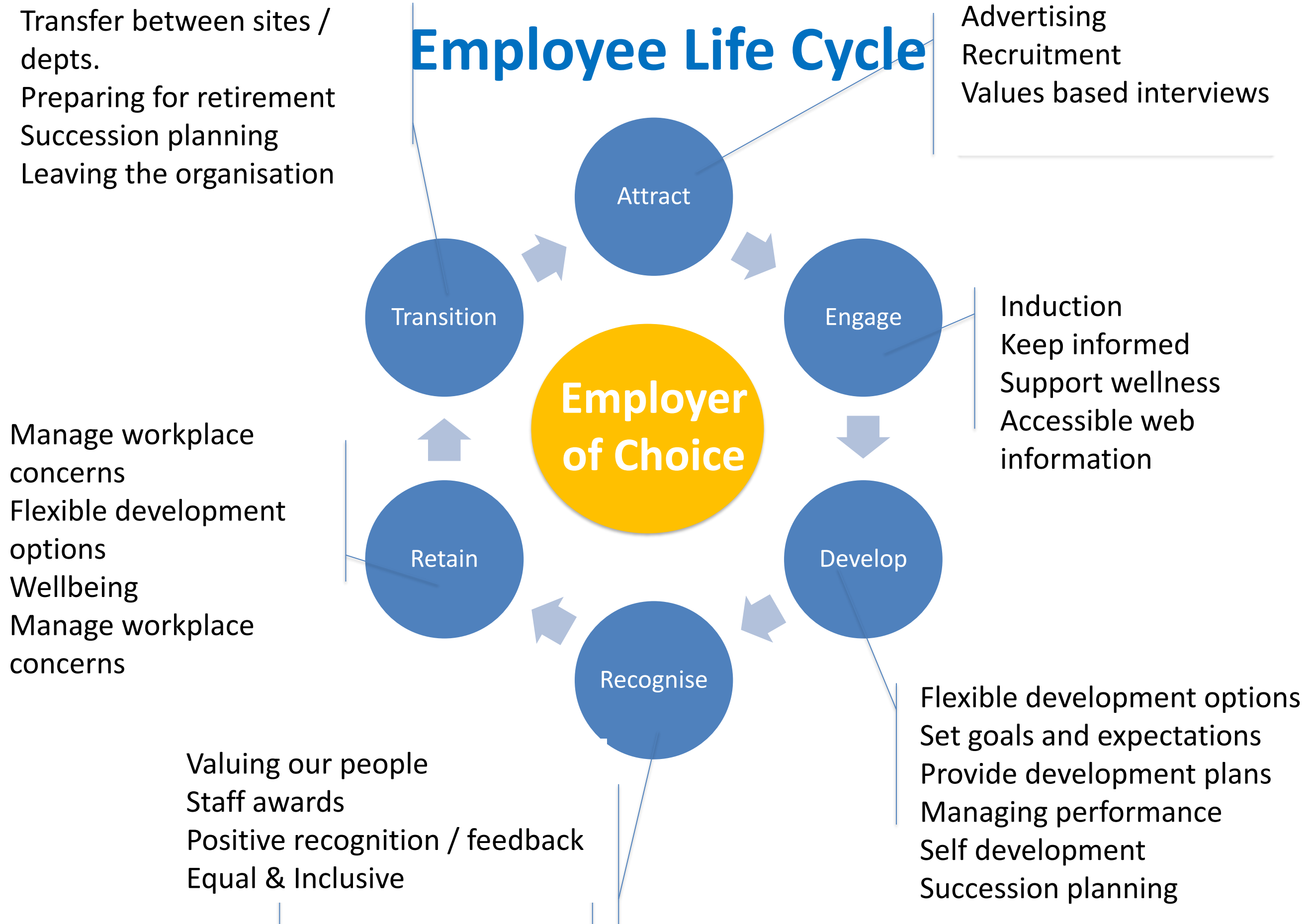
- Focus on building relationships
- Relating to others from our core values
- Allow self-reflection
- Inclusiveness



Benefits of a great culture



Employee Life Cycle





*Caring for each other
Working together
Always improving*



Developing our Values and Behaviours

We spoke to more than 6,000 staff, patients, their families & carers and together we developed our values

caring for each other	working together	always improving
in every human contact in all of our communities and each of our hospitals.	as patients, families, carers, staff and communities so that we always put patients first.	so that we are at our best for every patient and for each other.
<p>We are friendly, helpful and attentive. We welcome others with a smile.</p> <p>We see people as individuals. We do the right thing for every person and treat everyone with dignity and respect.</p> <p>We are kind, compassionate, patient, and empathetic to the needs of others.</p>	<p>We communicate openly and honestly and explain things clearly.</p> <p>We take time to listen, understand and involve people. We value everyone's contribution and we work with our partners to join things up for people.</p> <p>We are open to, and act on, feedback. We speak up if we are concerned.</p>	<p>We keep people safe and provide an efficient and timely service.</p> <p>We are professional and responsible and hold ourselves and each other to account.</p> <p>We choose a positive attitude, seek out learning, and continually develop our skills and services.</p>
We won't ignore people, be dismissive, rude, abrupt or leave anyone to suffer or feel neglected.	We won't let each other down, exclude or criticise people.	We won't accept second best or choose a negative attitude.



Values and Behaviours Framework

Swansea Bay is a values-based organisation and as such, wants all of our patient care, staff processes and support mechanisms to focus around these values, recognising the importance of the behaviour of all staff demonstrating the values that have been set with patients, families and each other.

Our staff are our most important asset, and as an organisation we want to support, develop and nurture them to have the skills and confidence to live up to our values every day.

Supporting a culture of fairness, openness and learning for our staff is important to allow us to develop a workforce that is sustainable and fit for the future as the way we deliver care develops and changes.

It's all about the right people, in the right roles, with the right values.



Key Priorities: 12 months

1. Understanding our culture
2. Improving our conversations
3. Seeing our values and behaviours in everything we do



Priority 1: Understanding our culture

- Baseline culture survey
- Engagement events
- Listening events
- Building on Swansea Bay communications strategy



Priority 2: Improving our Conversations

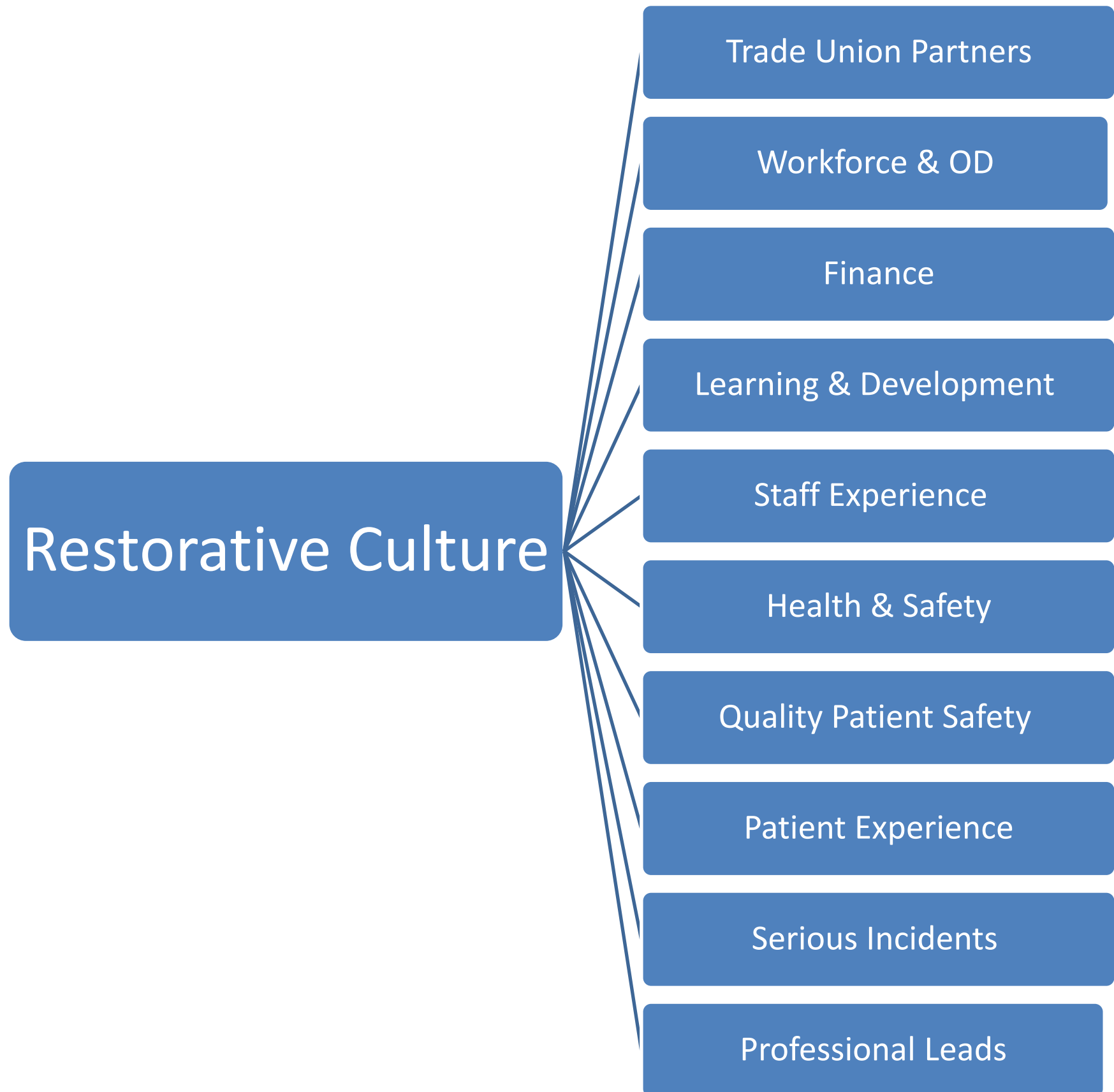
- Training and development for HR operations team around Just and restorative culture
- Offer introduction to Healthy Working Relationships sessions to all staff
- Review formal HR processes using a decision tree
- Use staff experiences of investigations, serious incidents and suspensions to assist development of supportive and restorative processes
- Training around using the Respect and Resolution informal and formal processes for Union representatives, HR staff and managers
- Development of a Restorative Network including mediators and conversation facilitators



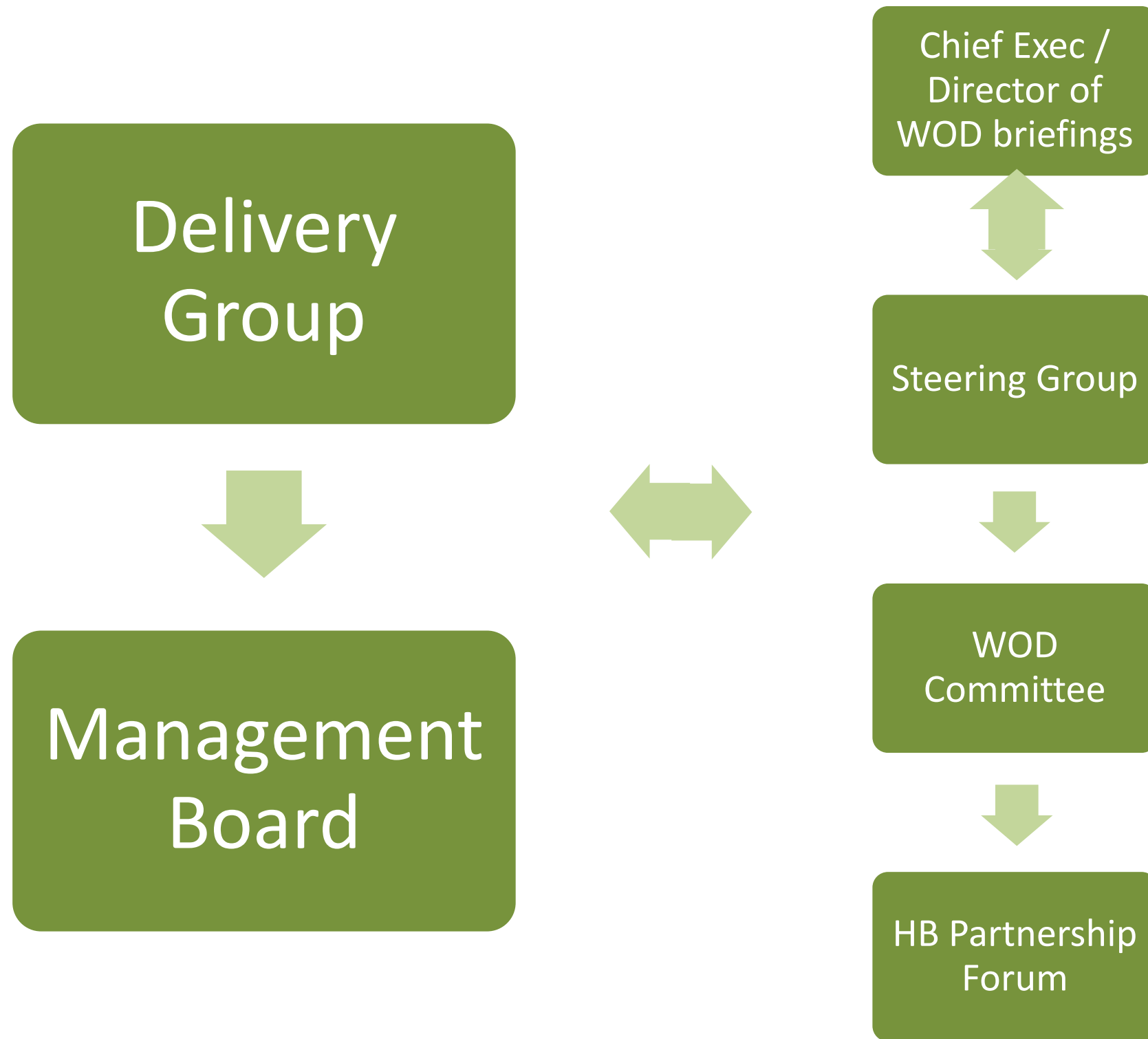
Priority 3: Seeing our values and behaviours in everything we do

- Re-energise the values and behaviours framework
- Utilise nominations from Living our Values to demonstrate values into action
- Re-visit and roll out values based recruitment
- Centre our conversations around the Values and Behaviours
- Embed our values and behaviours into our revised policies and procedures

Delivery Group Framework



Reporting Structure





What we've done ...

- Update to LNC, Workforce and OD Committee, Local Partnership Forum, Primary, Community & Therapies Service Group and Senior Management Team
- Training delivered on Respect and Resolution Policy to TU Reps and dates set for all UHB staff
- Decision Tree developed for use by HR Operations staff
- Delivery Group set up and identified measures across UHB
- Newsletter launching Restorative Culture developed
- Initial project plan developed
- Engagement Program begun (Health Board wide)



Next steps.....

- Finalise full project plan to sit behind project delivery
- Engagement around and roll out of culture survey
- Test Decision Tree
- Develop case studies of policy in practice and share positive experiences



Our question for you...

- What questions do you have about what you have heard so far? Is there anything missing?
- What should we focus on as a priority?