

## Values and beliefs

St Anne's believes that everyone has a right to a fulfilling life and to play a full role as a citizen in the community.

People using services must be provided with quality services. This will include a good standard of housing, support, personal care and health care. People must also be offered appropriate opportunities for social and personal relationships, education and training, leisure and employment, and spiritual fulfilment.

The principles on which we provide our services are :

- Social Inclusion

People will be encouraged and supported in making informed choices, in using community resources and participating in the life of the community.

- Respect

People are safeguarded by St Anne's policies and procedures. People will be treated with respect by staff at all times.

- A person centred approach

Peoples' needs and wishes will be central to all support planning, and will be agreed with them through full consultation and involvement.

- Consultation

People will be consulted both individually and at a service level about decisions and issues affecting their lives.

- Confidentiality

People will be made aware that information about them is handled appropriately and in accordance with St Anne's policies and procedures.

- Competent and well trained staff

People will benefit from well trained and supported staff who will provide a high quality service and protection from abuse.

- Working in partnership

St Anne's will work co-operatively with other agencies and carers in the planning and delivery of care and support.

- Best practice

To meet an ever changing social care and health environment, St Anne's strives to be an innovative provider whilst also meeting legislative and national guidance requirements.