

Dignity | Respect | Compassion | Collaboration | Excellence | Kindness



St. Francis Hospice Dublin

(Under the Care of the Daughters of Charity)



Our Values in Action

Dignity

“You matter because you are you, and you matter to the end of your life.”

- Dame Cicely Saunders

We practise the value of **dignity** by:

- Recognising the inherent value of each human being
- Maintaining confidentiality and respecting the privacy of each individual
- Supporting people to live the best quality of life possible
- Providing a comfortable, homely environment to enhance care
- Ensuring responsible governance with sound structures and ethical practices

“Above all, be very gentle and courteous toward the people you serve... love them tenderly and respect them deeply.”

- St Louise de Marillac

Respect

“Respect for ourselves guides our morals; respect for others guides our manners.”

- Laurence Sterne

We practise the value of **respect** by:

- Honouring the uniqueness and value of each person
- Ensuring equitable access to our services
- Providing the highest standard of care within a safe and friendly environment
- Listening to and acknowledging what is important to patients and families
- Listening to our colleagues and valuing the contributions of each individual

“Act in such a way that gentleness and cordiality always appear in your words and expressions ... striving never to forget the respect we should have for one another.”

- St Vincent de Paul

Compassion

“Compassion naturally creates a positive atmosphere, and as a result you feel peaceful and content.”

- Dalai Lama

We practise the value of **compassion** by:

- Being present in a gentle and understanding way
- Practising empathy, being mindful of other peoples' needs and offering help whenever possible
- Balancing compassion for people under our care with compassion for our colleagues and teams
- Supporting colleagues with work/life balance through daily interactions, management decisions and policy
- Practising self-care, recognising that compassion starts within

“You should nurse [them] with great charity and gentleness so that they may see you are going to their assistance with a heart filled with compassion for them.”

- St Vincent de Paul

Collaboration

*“Alone we can do so little;
together we can do so much.”*

- Helen Keller

We practise the value of **collaboration** by:

- Recognising and valuing the diverse backgrounds, cultures, life experiences, skills and talents of all
- Building teams to work together towards shared goals
- Engaging with external agencies and healthcare providers to ensure ongoing development and continuity of services
- Practising an interdisciplinary model of care
- Actively listening and clearly communicating with all our colleagues, patients families and supporters

*“We should assist the people
we serve in every way, and
do it both by ourselves and by
enlisting the help of others.”*

- St Vincent de Paul

Excellence

“Excellence is doing ordinary things extraordinarily well.”

- John W. Gardiner

We practise the value of **excellence** by:

- Striving to provide the highest standard of holistic, evidence-based, personalised care
- Engaging in continuous professional development
- Communicating openly and effectively with patients families, and colleagues as part of best practice
- Ensuring quality improvement by engaging in research, audit, evaluation and accreditation
- Seeking and responding to feedback

“As for your conduct with the sick, may you never take the attitude of merely getting the task done. You must show them affection, serving them from the heart, inquiring of them what they might need, speaking to them gently and compassionately.”

- St Louise de Marillac

Kindness

“Kindness is not an act, it is an attitude.”

- Sr Stanislaus Kennedy

We practise the value of **kindness** by:

- Creating a warm, welcoming and friendly atmosphere
- Being sensitive, caring and considerate to all
- Greeting people with a smile and a kind word
- Taking time to listen, help and reassure
- Acknowledging and supporting our colleagues

“Assist them with great care and kindness.”

- St Vincent de Paul

Core Values

Values are central beliefs that act as guiding stars, or signposts, to show us the way or help us make decisions. Just as all individuals hold a unique set of values, so do all organisations.

Core values are the most basic, fundamental beliefs within any organisation; they act as cultural cornerstones, supporting the organisation and its people through times of change and challenge.

We show our values to the world through our actions. This booklet offers an insight into our values in action in St Francis Hospice Dublin.

In St Francis Hospice Dublin, the term “colleagues” includes all who provide care or services within the organisation.



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