Values and Culture Policy

PRN-145: Values and Culture Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is built on a foundation of strong values, ethical practice, and a culture of compassion, professionalism, and safeguarding. These values guide every interaction, decision, and service delivered by the organisation.

This policy defines the organisational culture and core values that all staff—employees, volunteers, contractors, agency workers, and zero-contract workers (**PRN-149**)—must uphold to ensure safe, respectful, and high-quality companionship services.

2. Key Principles

- **Compassion:** Every interaction is rooted in empathy and kindness.
- **Respect:** All individuals are treated with dignity and courtesy.
- **Integrity:** Staff act honestly, ethically, and transparently.
- **Safety:** Safeguarding is central to organisational culture.
- **Professionalism:** Staff maintain high standards of conduct and boundaries.
- **Inclusivity:** Diversity is celebrated and discrimination is prohibited.
- **Collaboration:** Staff work together to support service users and each other.
- **Consistency:** Values are upheld across all settings and interactions.

3. Policy Statement

CAREHOPES ensures that:

- Organisational values guide all staff behaviour
- Culture promotes safety, respect, and professionalism
- Staff uphold safeguarding principles at all times

- Service users experience dignity, compassion, and autonomy
- Staff feel supported, valued, and empowered
- Diversity and inclusion are embedded in daily practice

The organisation does not tolerate behaviour that undermines its values or culture.

4. Purpose

- Define the values and culture of CAREHOPES
- Ensure staff understand and uphold organisational values
- Strengthen safeguarding through ethical practice
- Promote a positive, supportive working environment
- Enhance service user experience and wellbeing
- Ensure consistency across all companionship services

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers values and culture in:

- Private homes
- Community settings
- Digital environments
- Transport
- Overnight companionship
- Holiday companionship

6. Related Policies

Conduct, Ethics & Behaviour

PRN-014 Code of Conduct Policy PRN-015 Code of Ethics PRN-099 Professional Boundaries Policy PRN-004 Anti Harassment & Anti Discrimination Policy PRN-030 Dignity and Respect Policy PRN-139 Staff Conduct and Behaviour Policy

Safeguarding & Protection

PRN-003 Adult Safeguarding Policy PRN-136 Safeguarding Children Policy PRN-144 Child Abuse Policy PRN-116 Domestic Abuse Policy PRN-131 Prevent Duty Awareness Policy PRN-129 Modern Slavery and Human Trafficking Policy PRN-070 Safeguarding Reporting and Escalation Procedure

Client & Service User Interaction

PRN-011 Client Engagement Policy PRN-012 Client Interaction & Communication Policy PRN-137 Service User Rights Policy PRN-138 Service User Involvement Policy PRN-109 Companionship Standards Policy PRN-017 Companion Charter

Human Resources & People Management

PRN-065 Recruitment and Selection Policy PRN-125 Induction Policy PRN-081 Supervision and Appraisal Policy PRN-115 Disciplinary Policy PRN-124 Grievance Policy PRN-132 Probation Policy PRN-149 Zero Contract Policy

7. Definitions

Values: Core principles that guide behaviour, decision-making, and service delivery.

Culture: The shared behaviours, attitudes, and practices that define the organisation.

Ethical Practice: Conduct that aligns with organisational values and safeguarding principles.

8. Organisational Values

8.1 Compassion

Staff must:

- Show empathy and kindness
- Listen actively
- Support emotional wellbeing
- Respond sensitively to distress

8.2 Respect

Staff must:

- Honour cultural, spiritual, and personal identity

- Respect autonomy and choice
- Avoid judgemental behaviour

8.3 Integrity

Staff must:

- Act honestly and transparently
- Uphold ethical standards
- Avoid conflicts of interest

8.4 Safety

Staff must:

- Prioritise safeguarding
- Recognise signs of risk
- Report concerns immediately

8.5 Professionalism

Staff must:

- Maintain boundaries
- Communicate respectfully
- Present themselves appropriately

8.6 Inclusivity

Staff must:

- Celebrate diversity
- Avoid discrimination
- Promote equality

8.7 Collaboration

Staff must:

- Work together effectively
- Support colleagues
- Share information appropriately

8.8 Consistency

Staff must:

- Uphold values across all settings
- Maintain reliable behaviour
- Follow organisational standards

9. Cultural Expectations

CAREHOPES promotes a culture of:

- **Safety:** Zero tolerance for abuse or harm
- **Support:** Staff feel valued and heard
- **Learning:** Continuous improvement and reflection
- **Accountability:** Staff take responsibility for actions
- **Transparency:** Clear communication and honesty
- **Kindness:** Warm, respectful interactions
- **Boundaries:** Professional limits that protect everyone

10. Staff Responsibilities

Staff must:

- Demonstrate organisational values daily
- Uphold safeguarding principles
- Maintain professional boundaries
- Support service user autonomy
- Communicate respectfully
- Report concerns immediately
- Avoid behaviour that undermines organisational culture

11. Safeguarding Considerations

Breaches of values or culture may indicate:

- Abuse
- Neglect
- Boundary violations
- Exploitation

- Discrimination
- Radicalisation

Concerns must be escalated immediately.

12. Training Requirements

Staff must receive training in:

- Organisational values
- Cultural competence
- Safeguarding
- Professional boundaries
- Emotional intelligence
- Communication skills

13. Documentation & Record Keeping

Records must include:

- Cultural concerns
- Values-related incidents
- Safeguarding escalations
- Actions taken

Records must be stored securely.

14. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Workforce feedback