

Nomination Criteria & Values Guide

Caring - someone who has....

- Provided care with skill and compassion that was person and family centred
- Truly listened in order to provide appropriate, warm hearted and honest support that met physical, psychological and spiritual needs
- Placed 'caring for patients and those important to them' and/or colleagues and/or supporters at the heart of their actions
- Respected and valued individual differences
- Supported colleagues and/or volunteers and/or supporters at all times
- Shared their knowledge and/or expertise with others in the aim to deliver care to people with progressive life limiting illnesses – whether clinically or in the support of the clinical care

Adaptable - someone who has....

- Responded positively, appropriately and flexibly to challenges
- Constantly strived to ensure all they did was of high quality and/or compliant in accordance with changing regulations and/or situations
- Worked across sectors (voluntary, public, and/or private) for the benefit of Trinity
- Develop effective external collaborations based on mutual respect and trust
- Was prepared to put the needs of other before their own by demonstrating a flexible and adaptable approach

Responsible - someone who has....

- Clearly communicated expectations so that colleagues, volunteers and/or supporters knew what was required of them and could give of their best
- Demonstrated a 'can do' attitude and/or was accountable for their individual actions
- Investigated adverse comments and complaints carefully and honestly, ensured learning and continuous improvement
- Shared compliments and celebrated successes to learn from good practice
- Ensured effective teaching and provided exceptional learning opportunities to colleagues
- Maximised their impact by effective team-working

(These are intended as a guide only – the person you are nominating might have only done one of the bullet points but in doing so, went above and beyond and did it exceptionally well)

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Excellence - someone who has....

- Constantly developed and applied their professional expertise
- Encouraged others to share ideas and learning
- Aspired to provide exceptional professional performance in all roles
- Promoted learning and development for all those providing and needing our services
- Recruited competent, capable and committed individuals and/or volunteers who shared Trinity's values
- Strived for improvement every day in themselves and/or others
- Continuously challenged assumptions and strived for cutting edge solutions
- Added new knowledge through high quality and/or ethical audit and research

Socially engaged - someone who has....

- Worked in partnership with our community to either achieve high quality care at the end of life, for all who need it – or to obtain the resources required to enable the high quality care to be delivered
- Provided meaningful and satisfying employment and/or volunteering opportunities
- Funded our services through ethical and transparent fundraising
- Shared Trinity's expertise to benefit the wider Hospice and Palliative Care community as well as other care providers
- Spoke up/was an advocate for vulnerable individuals and/or disadvantaged groups, who need palliative care
- Endeavoured to be environmentally and financially sustainable to benefit future generations
- Used available resources well, to maximise our shared compassionate cause

Additionally, as a local charity the care and support we offer our patients and families on the Fylde Coast goes hand in hand with our fundraising and income generation activities. So we are also keen to receive specific nominations which recognise the contribution made by a group or individual towards raising funds and/or awareness for Trinity Hospice and Brian House.

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