

Pilgrims' Friend Society *Values*



For more than *200 years* Pilgrims' Friend Society has been helping older people to live fulfilled lives in their later years through residential care and independent living.

**PILGRIMS'
FRIEND
SOCIETY**

Rooted in our Christian faith, at Pilgrims' Friend Society we help older people live fulfilled lives in later life. As well as providing secure comfortable homes and professional care for older people, we encourage and support them during their later years, helping them to contribute to the world around them and enjoy a fulfilling life.

Pilgrims' Friend Society is a registered charity and a company registered in England and Wales. Charity No: 1045920 Company No. 3027071



At the heart of what we do are our values – what we think is important about the way we face the world, the actions we take and the work that we do.

A shared set of values that we have developed together will shape the culture of the organisation as we work hard across so many different locations. Whether in a care home, a housing scheme, or elsewhere these values will help guide the way we connect with people, the way we respond to those in our care, and the way we plan for the future.

These four values – **compassion**, **community**, **transparency**, and **excellence** – will help us continue deliver wonderful care and support for older people in the later years of their lives. I look forward to seeing how a culture built on these four things will help each one of us and those we care for flourish.

Yours sincerely,

Stephen Hammersley
Chief Executive, Pilgrims' Friend Society





Compassion

Compassion is at the heart of how we interact with people. Having compassion helps us treat each individual person as unique and precious, as we would want to be treated, and as the Bible says we should treat people (Ephesians 4:32 and 2 Corinthians 1:3-4).

This means that we offer loving care through relationships based on empathy respect and dignity, we get alongside people and show grace to those who are struggling, do what we can to ease people's burdens, and we find new ways to care well for older people. We can see this when we:

- Get alongside those we care for
- Show kindness and listen to others
- Show empathy to those around us
- Do good
- Show gentleness
- Ask if others are ok
- Give support
- Try new solutions

What compassion looks like:

- We promote people's well-being as we deliver supervisions and appraisals, ensuring that we create a warm and supportive space for important conversations
- We make requests of others professionally and with courtesy
- We get alongside colleagues who are finding work difficult to offer support and comfort
- We see the people who live with us flourish as we get alongside them





Community

We believe that all people are made to exist in relationship and that community is central to human flourishing. Working together in community creates a space of care, trust, and celebration, as well as generosity and sharing with others. The Bible speaks of the importance of being part of a community and we are encouraged to look outside of ourselves to the needs to others and to work together taking the interests of others to heart (1 Corinthians 12:26 and Philippians 2:3-4).

This means that we are a community of people who share life together, celebrating victories and supporting each other during challenging times. We are committed to one another, seeking to give of ourselves and receive from other people. We share what we do and our vision for the future with others, supporting and equipping them to love and care for older people in the wider community. We can see this when we:

- Form friendships
- Offer help
- Ask for help
- Celebrate together
- Are patient with one another
- Say sorry and offer forgiveness
- Generously share what we know with others

What community looks like:

- We use teambuilding events and conferences to support each other and our teams, promoting a community spirit throughout the organisation
- We respond quickly if a teammate needs help
- We tell people when we see good work
- We see those who live with us form new friendships and relationships



Transparency

We believe that being honest and open is crucial to good work as this allows trust to be built in our communities. The Bible is clear that truthfulness is important, and that transparency helps us to flourish and do well (Ephesians 4:25 and Proverbs 28:13).

This means that we are honest with one another, asking for what we need and telling the truth. We value truthfulness, avoid shame, we are open about problems and mistakes, and we seek to find solutions should they occur, we listen respectfully to each other and when we disagree, we do so without conflict. We can see this when we:

- Tell the truth
- Have courage
- Don't shame others
- Take responsibility
- Work towards a solution

What transparency looks like:

- We make sure that information provided to relatives, colleagues, and external authorities is correct
- We communicate tough decisions to people in a kind and honest way that allows them to understand what needs to change and we support them with their next steps
- We listen to constructive feedback
- We involve those who live with us in the life of their home





Excellence

As we care for others, it's important that we strive for excellence in our work. This means that we do the very best we can, being committed to each task and the best outcomes for people. The Bible encourages us to work hard and do good with integrity (Colossians 3:23 and Titus 2:7).

This means that we strive for excellence in everything that we do, making sure that we are going above and beyond to support those in our care, we do things as well as we possibly can, not cutting corners or seeking an easier way out, we steward our resources faithfully and carefully, and we seek out opportunities to get better at the work we do. We can see this when we:

- Put effort into everything
- Take the time to do things excellently
- Share best practice and keep people safe
- Ask what more we can do
- Don't settle for "good enough"
- Don't waste resources
- Find new solutions

What excellence looks like:

- We make training and development a priority
- We learn from colleagues doing things well
- We speak out if we see poor practice
- We create homes and communities which support those who live and work with us to thrive



“They will still
bear fruit in old age;
they will stay fresh
and green”

Psalm 92:14

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