Our values
We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.
CARING
We are passionate about making a positive difference because we care about people. We are ambitious for people who use services, everyone who works across Health and Social care and our own people. We care about each and every person, and we are thoughtful about the impact we can have as individuals and as an organisation.

It is important to us that we are approachable so we are thoughtful and kind as we interact with each other, and with others. We respect the views and ideas of everyone, and value difference in all our interactions. Our work is based on a commitment to treat everyone with dignity and respect.

EXCELLENCE
We thrive on the impact that CQC can have across all areas of our work and are ambitious for ourselves and for people who use services.

We do the right things, in the right way, at the right time so we can have the greatest impact in our work. We are disciplined in our application of managerial best practice, to ensure we are well run, economic and efficient.

We are curious, always look for best practice and improvements in our ways of doing things and never settle for second best. We are open to constructive challenge so we can learn from our mistakes and we agree stretching goals in our shared ambition to be a high performing organisation.

INTEGRITY
We demonstrate the highest ethical and moral standards which instil trust in the what we do. We are courageous, even when it is hard, so we make sure we do the right thing for people who use services, and for each other. We are clear about what we will do and how we will do it, and take responsibility for our actions.

We are open, honest and transparent in all our work. We are objective and free from bias to ensure that our judgements are seen as ethical, fair and driven by a passion for doing the right thing.

TEAMWORK
We accomplish so much more by working together and with others. We work collaboratively with each other, with people who use services and with our partners across Health and Social Care to create solutions that make a difference.

We motivate, encourage and support each other to reach common goals, and we share our achievements with others.

We recognise the strengths of others and look for ways to complement them, and we learn from each other so we can be the best we can be.
OUR VALUES – WHAT IS IMPORTANT TO US?

EXCELLENCE
CARING
INTEGRITY
TEAMWORK

ExCITe
OUR VALUES – WHERE THEY CAME FROM

ExCITe

EXCELLENCE

CarQ
CareQuality
Commission

Caring

INTEGRITY

TEAMWORK

Ambitious
Continuous

Challenge
Determination

Effective

Professionalism

Passion

Honesty

Independence

Trust

Courage

Moral

Inclusive

Fairness

Kindness

Respect

Support

Approachable

Flexibility

Effective

Commitment

Pride

Engagement

Collaboration

Curiosity
OUR VALUES – BROUGHT TO LIFE

EXCELLENCE
In my work for CQC I:
✓ set high standards for myself and others, and take accountability for results
✓ am ambitious to improve and innovate
✓ encourage improvement through continuous learning,
✓ make best use of people’s time, and recognise the valuable contribution of others

CARING
In my work for CQC I:
✓ am committed to making a positive difference to peoples lives
✓ treat everyone with dignity and respect
✓ am thoughtful and listen to others
✓ actively support the well-being of others

INTEGRITY
In my work for CQC I:
✓ will do the right thing
✓ ensure my actions reflect my words
✓ am fair and open to challenge and have the courage to challenge others
✓ positively contribute to building trust with the public, colleagues and partners

TEAMWORK
In my work for CQC I:
✓ provide high support and high challenge for my colleagues
✓ understand the impact my work has on others and how their work affects me
✓ recognise that we can’t do this alone
✓ am adaptable to the changing needs of others
What next?

**Identify**
- Present a values ‘long list’, arising from consultation, for ET to decide on the right values for CQC
- Present paper to the Board on 17th September
- Present the values to the Leadership group
- Obtain feedback from a sample group of staff re the chosen values, supporting words and the imagery

**Launch**
- Begin launch of organisational values on 1st October 2014 with Leadership conference.
- November is ‘values month’
- Create manager pack to support launch
- Provide staff with supporting materials, eg lanyards and calendars

**Embed**
- Talk about the values daily
- Reinforce the values through processes, systems
- Role model values at every level
- Reinforce through all training and development