



Clinical Academic Groups

CAG Core Clinical Standards

These core standards have been produced by the Trust's Clinical Academic Groups, which support evidence-based care across the Trust. They build on our 2020 Vision and our values. They outline our values and guiding principles on how we will support service delivery.

Approach

We will ensure that regardless of race, age, gender, disability, religion, culture and belief, sexual orientation, gender reassignment, pregnancy and maternity, marriage and civil partnerships we will support you to access services fairly and consistently

We will respect your description and understanding of your experience

We will respect and work with your goals and needs

We will build on your strengths/what you do well

We will be hopeful and optimistic

We will be honest and transparent

We will offer information, support and advice to your friends and family so they can understand and help you, whilst respecting your choices about who you want to share information with

We will work closely with friends, families and those that are important to you as appropriate, whilst respecting your choices about who you want to share information with

We will listen to you

We will be kind and caring/compassionate

We will work collaboratively with you and others as a team

We will be flexible and offer choice where possible

We will support our staff so that our staff can support you

We will help you stay safe

We will support you to be as self-reliant as possible

Effectiveness and Innovation

We will offer high quality interventions that have the best available evidence

We will suggest and support new evidence based innovations and research

We will measure the progress of our work together

We will learn from our experiences and put learning into action

We will conduct research (and service development) to help us to improve our services, and will offer you opportunities to take part.

We will listen to your feedback and suggestions for improvement

Communication

We will raise awareness of mental health services and reduce stigma in our local communities so that you can access support at the earliest opportunity

We will provide you with clear information about what we do, our services and interventions

We will tell you about the support you can get, and where you can get it

We will work in partnership with a range of services to help you to get the right support at the right time

We will make it easy as possible for you to access our services when you need them