

DELIVERING THE DIFFERENCE IN HEALTHCARE

We have developed a bespoke staff engagement programme called CARES that takes the core principles around caring in everyday actions and applies them in a set of training & management tools

- COMPASSION
- ACCOUNTABILITY
- RESPECT
- ENTHUSIASM
- SERVICE



The CARES programme clearly describes how staff are expected to carry out their roles; it focuses on attitudes and behaviours that are relevant for all staff, at any level and job role.

Our aim to become an organisation recognised for the positive behaviours and spirit of our employees as well as the services that we provide

- **At our core we are a service organisation**
 - We touch the lives of millions of people on a daily basis in everything we do
 - The healthcare environment which we work in is unique and special
 - Our customers are patients, families, visitors,
Clinical teams
- **What unites is not only what we do but how we serve our customers**
 - Showing empathy and awareness of the impact of our actions on others
 - Living the Sodexo values through daily actions, attitudes and behaviours
 - Every customer contact is an opportunity to create positive experiences
To improve the Quality of Life for the people that we serve
 - Customer service fundamentals apply to all people all of the time
 - Opportunities to 'go the extra mile'

- **Core purpose and impact on customers of each roles in healthcare**

- Food services role is in nutrition
- Domestic services role in infection prevention
- Portering role in putting the patient at ease
- Technical services role in creating the right environment for recovery and keeping clinical activity going

- Improving patient experience is an important priority for NHS Trusts and driving staff engagement as a key lever to deliver this
- Political, social and economic pressure to change the culture of the NHS and improve the patient experience
- We recognise the impact that our staff have on patient experience through the multiple touch points they have with patients and families on a daily basis in hospital, with each interaction an opportunity for great customer service delivered with care and compassion
- Across our NHS contracts we observe a measurable impact on staff engagement; turnover and sickness absence since we started CARES training in 2008. Bespoke training developed by Sodexo for the healthcare environment

- **Training**

- Critically, training is top-down and managers are expected to live the behaviours
- Mandatory sessions for all new joiners, delivered at timed intervals
- Training focuses on customer service, empathy and behaviour
- CARES applies to all inter-personal interactions – including patients, staff, clients
- Sessions are led by CARES champions in a train-the-trainer model
- Champions supported with training on coaching delivering feedback, facilitation
- Training sessions are interactive using role plays, case studies, patient comments
- Delivered in small, cross-functional groups with 10-15 staff per session
- CARES is a continuous programme, not sheep-dip training