

# SPROTT HOUSE STRATEGIC INITIATIVES 2016–2019

## MISSION STATEMENT

Sprott House Trust aims to provide quality care and independence for older people while respecting their dignity and individuality.

## PHILOSOPHY

Quality care will embrace the spiritual, physical, social and emotional needs of each resident.

## STRATEGIC INITIATIVES

These are the values and principles that will inform and govern the behaviour of all working for Sprott House Trust through Sprott Care Limited; the “way things are done here”.

### Safety and Comfort

Sprott House will provide safety and comfort by:

- ▶ working to make our residents and their families/whānau feel safe and comfortable with the care we provide.
- ▶ striving to make our residents physically, emotionally and spiritually comfortable and safe.
- ▶ aiming to provide a healthy and safe environment for residents and their families/whānau, staff and visitors.

### Care and Focus

We will make sure Sprott House cares for its residents and family/whānau by:

- ▶ working together to make sure all residents get the highest standard of care we can provide; care plans accurately set out the needs of the resident and how they will be met.
- ▶ enabling residents and their family/whānau to participate in care planning and review.
- ▶ understanding and meeting the needs of our residents and their families/whānau and designing our services with them in mind.

### Excellence

Sprott House will ensure excellence by:

- ▶ striving for our work to be of a very high standard.
- ▶ collecting and using information about our performance to improve the quality of our services; we will strive for innovation and improvement.
- ▶ being respected as a high performing facility; the quality and professionalism of the staff will be respected and supported.

### Respecting People

Sprott House will respect people by:

- ▶ respecting differences between people and working openly, honestly and with integrity to build that respect.
- ▶ the Board of Trustees and the Board of Directors understanding that people who are involved with Sprott House and the residents and their families/whānau have different personal and cultural values.

### Optimism and Wise Stewardship

Sprott House will approach challenges by:

- ▶ acting responsibly and wisely when using resources – financial, physical, personnel and time.
- ▶ continuing to rise to challenges.
- ▶ celebrating success and positively seizing opportunities to enjoy our work and achievements.

### Working Together

Working together and:

- ▶ striving to listen and work collaboratively with our colleagues, residents, their families/whānau, medical and allied health providers, our suppliers and contractors to create effective teams that contribute to quality care outcomes.