



Things that are important to us



About us



We are Priory. We have services that support people with mental health issues.



Mental health affects your thoughts and feelings. You can have good mental health and bad mental health.



We have **social care** services to support adults to stay safe and well and live in the community.



Social care gives adults support with their daily lives. Things like eating, washing and managing your home.

It helps people live their lives to the fullest.

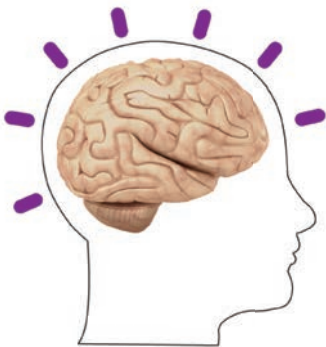


We support autistic people and people with learning disabilities.



We also have services that help people to **rehabilitate**.

Rehabilitate means help people to be able to do things again after a mental health issue or **brain injury**.



A **brain injury** means a problem with any part of the brain. This might be from an accident or things like dementia or having a stroke.



What we want to happen

We want to be the company who gives the best care and support in the whole of Europe.

Why we do our work



We want to help you to **live your life** as fully as you can.

We support people to live their life and be as **independent** as they can be.



Independent means doing as much as you can for yourself.

Our values and behaviours



Values are the things we think are really important and the things we believe in.



Behaviours are the things we do and the way we work.



We put people first. We will:

Make a real difference to the lives of people we support and their families.



Always support people in the best way.



Give staff and the people we support chances to learn and try new things.



Be supportive. We will:

Help you when you and your family or friends need us. We will help you do the things you want to do.



Support our staff if things aren't going well.



Show our staff, managers and teams that we believe in them.

Be honest. We will:



Always be honest and respect our staff and all the people we support.



Speak up and tell someone if people are not doing a good job or not behaving in the right way.



Be positive. We will:

Always do our best for you.



See the best in you and our staff.



Work hard to get things done, even when it is hard.



Keep checking how we can work in the best way. We will learn from any mistakes.

Always try to be the best we can be. We will:



Make sure we give people the best quality services.



Help staff to come up with and try new ways of working.

Look for new ideas that can help us work in a better way.

Our goals for the work we do

Goal 1: Give people services that they need and when they need them



We support and treat people with their mental health. We do this in hospitals and in our care homes in the local community.



We also support people who live in their own homes.



We will make sure people are getting the best support that meets their needs.



We will check we are getting things right.

Goal 2: To have pathways for care and treatment that work well.
Look at where we have the best pathways.



A **pathway** says what should happen when someone uses our services.



It tells staff what care and treatment the person should get.



We want look at our pathways to see how well they work.



We want to see which pathways give people the best care.

Goal 3: Be a company people want to work for



We will make sure all staff get all the training and support they need.



This will help them to grow and be the best they can be at our company.



We will help our staff learn more about supporting, treating and caring for people.



This means the best people will want to come and work for us.

Goal 4: Checking that our services are the best they can be



We will make a list about the best ways of working. This will help us to check how well our services give care and support to people.



We will give ourselves a score for each thing on the list.



We want to get a very high score when we check this list.

This will show we are giving people the best care and support possible.

Goal 5: To give really good digital support and care

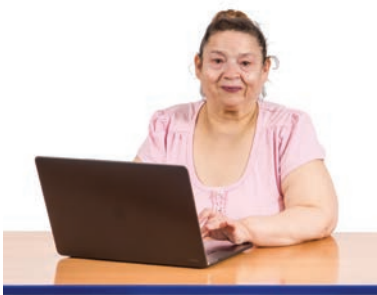


Digital means giving support and services on the internet things like:

- video calls with doctors



- information on websites



- booking appointments online

Goal 6: To be open and honest, include everyone. People trust us and are happy to work with us



We want everyone to feel that we are doing our best for them.

This means the people we support, their carers and all our staff.

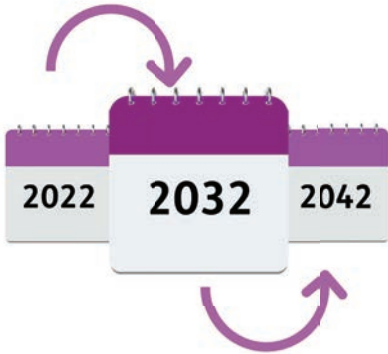


We will never treat someone badly or unfairly for any reason.



We will look at what people are good at and what they want to do with their lives.

Goal 7: Finding ways to keep services running and grow the company in the right way



We will plan for the future. We will look at how we can keep running services for a long time.



We also need to look at how we can work in a way that doesn't harm the environment.



When we make decisions we won't just think about how much it costs.



We will look at how it affects the environment too.