

## Our Vision

By using excellence as the only option in our care provision for the benefit of our residents, relatives and staff to achieve the highest possible quality of life.

## Our Mission

To ensure continuous reflection, change and increased demands upon our resources to ensure:

- ◇ excellent quality of the care, hospitality and choice we offer our residents;
- ◇ the increasing quality of our staff, their experiences, development and behaviour;
- ◇ the quality of the environment and service;
- ◇ the clarity and improvements gained through our quality assurance systems.

## Our Values

- ✓ everyone is important.
- ✓ we work as a team.
- ✓ we respect everyone.
- ✓ we are honest and ethical.
- ✓ we accept responsibility.
- ✓ we make life work.