



Stroud & District
homes foundation



**Care means more
than just a word**

OUR SERVICE USERS SAY....

YES!

**Qualities we
want staff to
have.....**

- Be respectful and kind
- Be happy and helpful
- Be gentle
- Be clean and tidy
- Be experienced
- Be fun
- Be thoughtful
- Have good ideas
- Be reliable
- Be polite
- Be a good listener
- Be hard working
- Be understanding



**How staff can
help us.....**

- Be sensitive to my needs
- Respect our home
- Be on time
- Respect my dignity
- Help me to cook by myself
- Keep my information private
- Treat us equally
- Have time to talk
- Be happy and laugh
- Help me with my support plans
- Help me budget
- Support me on holiday
- Laugh and Smile

NO

**We don't want
staff to.....**

- Be grumpy
- Be lazy
- Use our things
- Have private conversations around us
- Smoke in front of us
- Be unkind
- Be on your phone all the time
- Stay in the office all the time
- Interrupt the TV
- Be upset or sad at work

