

Refreshing CQC's values

For discussion at the ASC Trade Associations meeting on 24 April 2024



Background

Our current values, Excellence, Caring, Integrity, and Teamwork have internally served us well, but it's been 10 years since we last reviewed them. We are keen to gain the views and suggestions of our external partners and stakeholders and would welcome contributions from you and on behalf of your members.

We aim to have a set of values that are the foundation for our relationships and how we work both within and externally.

Excellence:

- we are inspired by the impact that CQC can have across all areas of its work and are ambitious for ourselves and for people who use services
- we do the right things, in the right way, at the right time to enable us to have the greatest impact in our work
- we are disciplined in our application of managerial best practice, to ensure we are well run, economic and efficient
- we are curious, always look for best practice and improvements in our ways of doing things and never settle for second best
- we are open to constructive challenge to enable us to learn from our mistakes and we agree stretching goals in our shared drive to be a high performing organisation.

Caring:

- we are passionate about making a positive difference because we care about people
- we are driven by the needs of people who use services, people who work across the Health and Social care landscape and our people

- we care about each and every person, and we are thoughtful about the impact we can make as individuals and as an organisation
- it is important to us that we are approachable, so we are thoughtful and kind as we interact with each other, and others
- we respect the views and ideas of everyone, and value difference in all our interactions
- our work is underpinned by a desire to treat everyone with dignity and respect

Integrity:

- we demonstrate the highest ethical and moral standards which instils trust in what we do
- we are courageous, even when it is hard, so we don't compromise on ensuring we do the right thing for people who use services, and for each other
- we are clear about what we will do and how we will do it, and take responsibility for our actions
- we are open, honest and transparent in all our work
- we are objective and free from bias to ensure that our judgements are viewed as ethical, fair and driven by a passion for doing the right thing.

Teamwork:

- we accomplish so much more by working together and with others
- we are driven to achieve for our teams, for CQC, and for stakeholders
- we motivate, encourage and support each other to reach common goals, and we share our achievements with others
- we work collaboratively with each other and partners to create solutions for the benefit of people who use services
- we recognise the strengths of others and look for ways to complement them
- we learn from each other to enable us to be the best we can be.

Questions for discussion

What are your observations or thoughts on our current values?

Do you have examples of seeing these in action or where they are not applied?

Do you feel that they need to change and what would be your suggestions for future values?