



CHELSEA  
PENSIONERS

## Margaret Thatcher Infirmary - Core Values

The Director of Health & Wellbeing, Deborah Sturdy (Nominated Individual) and Matron, Susan Williams (Registered Manager) are supported by a well-trained team of nurses, care assistants, therapy staff and volunteers who all work to the following values and ensure that our Pensioners always receive high quality care.

**Valued.** We must feel valued at all times as individuals and members of our community.

**Decency.** We must all be treated with decency and compassion. There is no place for bullying in any form.

**Integrity.** We must all act with great integrity and in the best interests of each other

**Privacy & Dignity.** We must respect the privacy and dignity of our Pensioners. This is their home and we are privileged to work here and support them.

**Respect.** We all deserve to be respected and treated equally as individuals. We celebrate diversity and recognise that everyone has a contribution to make to this community.

**Consultation.** We will communicate with our Pensioners and each other in striving to achieve a harmonious living and working environment.

**Companionship.** We will ensure our Pensioners benefit from the companionship and comradeship that is integral to life at the Royal Hospital. We will work hard to ensure that they never feel alone.

**Quality of Life.** We will strive at all times to support our Pensioners to enjoy the best possible quality of life and maintain their choice of independent living for as long as possible.

**Duty of Care.** We will always exercise our responsibility to report any concerns if something is wrong.



The Royal Hospital Chelsea (MTI) is a member of Care England, the National Care Forum and the Relatives & Residents' Association (Corporate Membership). The Royal Hospital Chelsea signed up to the NCF's **Quality First**, a quality assessment framework, in 2013.



The Infirmary received the Quality Hallmark Award at Beacon Status – the highest level possible – from the **National Gold Standards Framework** (GSF) Centre in End of Life Care in 2015.