



*Improving Care through
Listening and Guidance*

Essential values and principles for Chaplaincy in General Practice

There are ten essential core values and principles that underpin Chaplaincy practice working with individuals their families, carers and colleagues accessing spiritual and religious care,.

1 Working in partnership Developing and maintaining constructive working relationships with patients, their families and carers and multi-professional colleagues to design, deliver and evaluate care and treatment across organisational, geographical and professional boundaries.

2 Respecting diversity Providing care and treatment in ways that respect and value diversity in, for example: age, race, culture, disability, gender, spirituality and sexuality.

3 Practising ethically Recognising the rights of patients, their families, carers and staff and providing information to increase understanding, inform choices and support decision making. Providing care and treatment based on professional, legal and ethical codes of practice.

4 Challenging inequality Identifying where care could be improved and devising solutions, where possible, to ensure individuals, their families and carers have access to the best quality care, irrespective of their personal circumstances or geographical location.

5 Identifying the needs of people using chaplaincy services in General Practice Identify the individual and collective needs of patients, their families, carers and staff.

6 Providing safe and responsive patient-centred care Providing safe, effective and responsive care and interventions that meet the identified holistic needs of patients, their families, and carers within the parameters of the role and in accordance with professional codes of conduct and clinical governance.

7 Promoting best practice Continually reviewing and evaluating to ensure quality assured is offered which provides evidence-based, values-based care designed to meet the unique needs of patients, their families, carers and staff. Communication is recognised as key and the provision of pastoral care which is integrated into all aspects of the person-centred care provided.

8 Promoting rehabilitation approaches Recognising the relevance of rehabilitation for individuals. Working in partnership with patients, their families and carers and multi-professional colleagues to set realistic goals, foster hope, and develop and evaluate realistic, sustainable programmes of rehabilitation that emphasise self-care. This incorporates an asset-based approach.

9 Promoting self-care and empowerment Taking active steps to work with, involve and support people in addressing their own healthcare needs, maximising their potential within the limits of their condition and enabling them to live as independently as possible using an asset-based approach.

10 Pursuing personal development and learning Keeping up to date with changes in practice, seeking opportunities to extend knowledge, skills and experience and participating in lifelong learning activity. Pursuing personal and professional development for self and others through supervision and reflection in and on practice.

[Spiritual and Religious Care Capabilities and Competences for Healthcare Chaplains Bands 5, 6, 7 & 8 \(2015\) Ten Shared Capabilities. Page 4.](#)

Adapted November 2021 (E.R. Bryson, Association of Chaplains in General Practice)