

# Our Purpose, Vision, Mission and Values at **Cygnet**

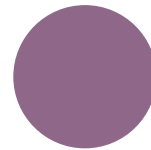
# Contents

Pages are coloured into sections for each topic.

## Section

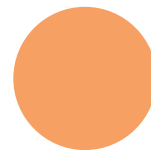
### **Purpose**

Why Cygnet wants to help care for you



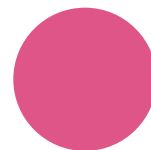
### **Vision**

How we aim for the best care



### **Mission**

How we will work together



### **Values**

Standards that are important to us



# Purpose

Why does Cygnet want to help you



We want you to feel safe.



We want you to live a happy life.



We try to show you how to be more **independent**.

Being **independent** means you make your own choices about your life and your care.



We want to work with you to give you the best life possible. We can also work with your friends and family if you say this is OK.



We want our staff to be proud of the help they give you.



We want staff to help in the best way for you.

# Vision

How we aim for  
the best care



We work to make sure your  
needs are met.



You can tell us your feelings.



We want you to feel supported  
and safe.



We will work with the best people who understand what you need.



We want you to trust us.



We want staff to feel proud of their work.

# Mission

How we will work together.



We will be open and honest.



We will work together to make you feel safe.



We will make sure staff can speak up about problems or ideas.



We want you to be well looked after by people who are happy to look after you.

# Values

Standards that are important to us

1

We care

2

We respect you

3

We will help you to make your own decisions

4

We want you to trust us

5

We are honest



1

We care



We will treat you with kindness.



We will support you.



We will listen to your worries.

# 2

## We respect you



We will listen to what you want.



We will listen to different opinions.



We will treat everyone with respect.

# 3

We will help you to make your own decisions



We will help you to make choices about your care.



We will give you information in a way you can understand.

# 4

## We want you to trust us



We will listen to your thoughts and feelings.



We will spend time with you to get to know you.



We will talk to you, your friends and family if you tell us this is OK.

5

We are honest



We will tell you the truth.



We will learn from our mistakes.



We will say sorry when things go wrong.

**Address**

Cygnnet  
4 Millbank, 3rd Floor,  
Westminster,  
London,  
SW1P 3JA

**Telephone**

0207 123 5706

**Website**

[www.cygnnetgroup.com](http://www.cygnnetgroup.com)

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