

What does Values into Practice Mean at LDN London?

Values into Practice. - Every Person, Every Moment, Every Service

At LDN London, Values into Practice means living our values in every moment and not just talking about them. Every interaction is a chance to show respect, offer choice, and build inclusion and purpose.

People with learning disabilities are at the centre of everything we do.

Services are shaped with them, not for them, and our values are visible in the actions and attitudes of every team member. We believe everyone has the right to dignity, purpose, and a full life. Values into Practice makes that real.

Key Principles

Our purpose is driven by values that guide everything we do. We believe the people we support should:

- 1** Be **INCLUDED** and fully part of community life, with equal access to services and opportunities.
- 2** Make **CHOICES** and be supported to decide for themselves and take informed risks.
- 3** Be treated with **DIGNITY** and **RESPECT** with their privacy, identity, and feelings always honoured.
- 4** **ACHIEVE** their aspirations and be supported to grow, build relationships, work, and pursue meaningful goals.

Every moment in providing support is a choice, one that either uplifts or diminishes the person. Our daily actions can honour someone's humanity or quietly strip it away.

What follows are real, lived examples: of values that lift people up and enable good lives and of behaviours that betray dignity, trust, and basic decency. If we ignore our values, we don't just fall short we cause harm.



Values into Practice

When Values are Upheld – People Lead Good Lives

1. Support is built on genuine, caring relationships and people feel emotionally safe, listened to, and respected every day.
2. Staff show everyday acts of kindness, from remembering what matters to someone, to offering reassurance and warmth in moments of need.
3. People are involved in choosing who supports them. This builds teams based on trust, shared values, and inclusion.
4. Staff knock, wait, and check for consent before entering a personal space, always using the person's preferred way of communicating, even if they don't use words. This upholds dignity and respect.
5. Communication is kind, clear, and accessible. This ensures everyone is heard, understood, and involved in decisions.
6. People are encouraged to speak up and be themselves, knowing their voice matters and will lead to real change.
7. Every choice from meals to routines is led by the person. This reinforces respect for individuality and autonomy.
8. Diversity, culture, and identity are not just respected but celebrated. This helps people to feel proud of who they are.
9. People are supported to build and maintain meaningful relationships with friends, family, partners, and their wider community.
10. Progress is recognised and celebrated. This helps people to build confidence, feel valued, and grow in self-belief.

When Values are Ignored – People are Let Down

1. When people are spoken about, not spoken to, they are left out of conversations about their own lives.
2. When staff choose what people wear, eat, and do, without asking, control is taken away.
3. If support is done to people, not with them, independence is blocked and confidence is eroded.
4. When people's opinions are dismissed or ignored, it feels like they don't matter.
5. If personal care is rushed and delivered without permission or explanation - privacy and trust are broken.
6. When support staff treat adults like children, for instance, holding their hand in the community or at home without need or consent. They are infantilised, patronised, and denied autonomy.
7. When staff use personal phones or chat with each other during support. The person becomes invisible.
8. Turning on the TV without asking, choosing the channel for someone, keeping the remote out of reach, sends a message that the person's choices don't matter.
9. If services stay stuck in the past, even as people change. There is no growth, no progress, no listening.
10. When teams lack cohesion, rotas are designed around staff preferences, or staff argue or speak in languages not understood by the person, it creates an environment of exclusion, stress, and mistrust and makes people feel isolated in their own homes.

Every time we act like this, we say (consciously or not) that people's rights don't matter. At LDN London, that's never acceptable.

Staff Role:

- Live our values in every interaction, big or small. This ensures that people feel them, not just hear them
- Communicate in ways that are respectful, inclusive, and easy to understand
- Promote independence and support people to take positive risks that build confidence
- Reflect on your own practice, ask for feedback, and be open to learning
- If you stay silent when values are ignored, you become part of the problem — speak up to protect people's dignity and rights
- Use supervision, appraisals, and team meetings to explore what values look like in real situations
- Recognise the power of your role and understand that every action can uplift, include, and inspire
- Never settle - always push for better outcomes and a better quality of life for those we support