The Nightingales Way

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Over what will soon be forty years, we have learnt that what makes us feel good about what we do is having clear foundations that we can hold ourselves to. We call these The Nightingales Way.

The Nightingales Way: Our Seven Guiding Principles

1. **Family Ethos:** At Nightingales, everyone is treated as part of our family. We extend kindness and compassion to customers, their families, and our colleagues, ensuring a warm, familial atmosphere.

2. **Owner's Mindset:** As a Founder-Employee Owned company, we all share in the pride and responsibility of ownership. This mindset keeps us focused on delivering excellent service.

3. **Solid Foundations:** Our work is grounded in understanding, fairness, innovation, honesty, and loyalty. We believe that by prioritising these values, we create a sustainable and effective service.

4. **Focused Expertise:** We specialise in caring for privately-funded clients. This allows us to provide a bespoke, high-quality service tailored to each individual's needs.

5. **Personal Recognition:** We see every individual as unique, not just a number. This approach fosters a personal connection and is why we prefer internal promotions to maintain our ethos.

6. **Thinking Win-Win:** While our customers are our top priority, we also highly value our staff. We strive for excellence by ensuring that our team is as satisfied and fulfilled as our clients.

7. **Learning and Growth:** We believe in continuous improvement. Feedback from colleagues, customers, and families is crucial for us to maintain high standards and keep evolving.

These seven steps define the Nightingales Way, guiding us in providing exceptional care and service.

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