



TRANSFORMING CULTURE TOGETHER



# Culture Check

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**As social care leaders, we are responsible for building kind cultures that consistently respect people and prevent abuse. CQC's (2020) project 'identifying and responding to closed cultures' seeks to identify and tackle closed/poor cultures across health and care services which increases the risk of harm.**

**This free checklist will help you to assess your culture, identify strengths and any risk areas that require action.**

*NB. The checklist is not exhaustive and aims to provide an indication of the current culture of your service.*

### Mission and Values

	✓	X
We have a clear mission and vision for the service accessible to all stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>
The mission and vision is visible across all our services and external communications (website).	<input type="checkbox"/>	<input type="checkbox"/>
We have a clear set of values that includes respect for all.	<input type="checkbox"/>	<input type="checkbox"/>
Our values are accessible to all stakeholders and visible across all our services and external communications (website).	<input type="checkbox"/>	<input type="checkbox"/>
Our values inform day to day practice.	<input type="checkbox"/>	<input type="checkbox"/>
We refer to values when celebrating success, problem solving or decision making.	<input type="checkbox"/>	<input type="checkbox"/>
We celebrate and recognise good practice and achievements.	<input type="checkbox"/>	<input type="checkbox"/>

### Leadership

	✓	X
We have a stable leadership team (including registered manager/s and MD/CEO).	<input type="checkbox"/>	<input type="checkbox"/>
Leaders encourage colleagues and people we care for and support to raise concerns.	<input type="checkbox"/>	<input type="checkbox"/>
Leaders respond positively to feedback received.	<input type="checkbox"/>	<input type="checkbox"/>
Leaders monitor areas for improvement and respond positively to recommendations for improvement.	<input type="checkbox"/>	<input type="checkbox"/>
The views of the service of its leaders are shared by multi-disciplinary teams, inspectors and commissioners.	<input type="checkbox"/>	<input type="checkbox"/>
Leaders have up to date knowledge and practical awareness with regards to Mental Capacity Act, DoLS and Safeguarding.	<input type="checkbox"/>	<input type="checkbox"/>
The behaviour of our leaders consistently reflects our values.	<input type="checkbox"/>	<input type="checkbox"/>



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### Complaints, Concerns, Feedback

✓ X

- We have a complaints procedure, it has been reviewed within the last 2 years.
- The complaints procedure is accessible to all the people we care for and support and their families.
- Colleagues are aware of the complaints procedure and how it can be accessed.
- Complaints and concerns are consistently actioned in line with the complaints procedure.
- Complaints and concerns are investigated by a person unassociated with the complaint or concern.
- The investigation process includes recommendations for action and areas for improvement.
- Actions for improvement inform service improvement plans.
- Areas for improvement are shared openly with the people we care for and support.
- Areas for improvement are monitored and reviewed by the leadership team as part of quality monitoring to ensure continuous improvement of services.
- We actively seek views on the service provided, from the people we care for and support and their families.

### Workforce

✓ X

- Staff turnover across our service is consistently below the Skills for Care average for the sector, (31% Oct 2020).
- Values assessment is part of our recruitment process.
- We conduct exit interviews with colleagues who leave our service, to identify any issues. These can be completed confidentially if required.
- We have a stable staff team and do not rely on agency to support our service provision to provide safe staffing levels.
- There is an induction programme in place for all colleagues which leads onto the care certificate as appropriate.
- There is a supervision and support programme in place for all colleagues, these are scheduled for the next 12-month period and monitored accordingly.
- We monitor staff hours worked to ensure colleagues do not work excessive hours.



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### Workforce

✓ X

We have recognised mentors in place to encourage knowledge and skills sharing.

We have a clear whistleblowing policy that colleagues have access to. This has been reviewed within the last 2 years.

We have a clear grievance procedure that colleagues have access to. This has been reviewed within the last 2 years.

Formal grievances raised are investigated by a person unassociated with the grievance.

We seek feedback from our colleagues through day to day practice and formally through colleague surveys. Survey outcomes and actions are shared with colleagues.

Our training programme includes: safeguarding, confidentiality, MCA, DoLS as part of our mandatory training programme.

### People we care for and support

✓ X

Care and support plans reflect the person's voice and are centred around the person, these are regularly reviewed (at least monthly or as needs change).

The people we care for and support, their families/representatives are offered the opportunity to be actively involved in developing care and support plans.

For people who have communication needs, plans are in place to identify the person's preferred method of communication, the plans are consistently followed.

The people we care for and support are involved in the recruitment and selection of colleagues.

We support people to maintain positive relationships with their families and friends.

Information on advocacy services is accessible for the people we care for and support.

We have internet access to enable people we care for and support to connect virtually with their family and friends.

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## Other resources

- Positive Approach to Problem Solving
- Problem Solving

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