## **Learning culture**

### Even with the most robust risk assessments and best staff, accidents and incidents do occur in adult social care services. The CQC expects all regulated services to have a proactive and positive culture committed to identifying, investigating, and learning from each safety incident.

### Each accident and incident is an opportunity to learn from mistakes and further strengthen your service. Your staff should be capable and confident in their roles to raise concerns and report incidents, including near misses. Managers and leaders should set the standard, taking ownership of any accidents and incidents, but still empowering your staff team to implement any changes that might be needed.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| We can evidence how we listen and respond to safety concerns. |  |  |  |  |  |
| We have clear records of all accidents and incidents at our service. |  |  |  |  |  |
| We focus on identifying the root cause of accidents and incidents and plan to avoid or minimise reoccurrence. |  |  |  |  |  |
| Where people are at risk, we make immediate adjustments and improvements to ensure our people remain as safe as possible. |  |  |  |  |  |
| We ensure our managers and leaders are alerted to all accidents and incidents. |  |  |  |  |  |
| Our managers and leaders take responsibility for ensuring accidents and incidents are fully and effectively investigated. |  |  |  |  |  |
| We review all accidents and incidents and document the outcome and any action. |  |  |  |  |  |
| We regularly and consistently monitor safety alerts and recalls, responding promptly to such notifications. |  |  |  |  |  |
| We ensure our accident and incident reports are fit-for-purpose and train staff to effectively use them. |  |  |  |  |  |
| We use systems and technology to provide our managers and staff with instant access to the latest accident and incident records, helping us to review current issues. |  |  |  |  |  |
| We minimise the use of paper records where possible, avoiding increased risks from bad handwriting, omissions, and disorderly files. |  |  |  |  |  |
| We empower staff to whistle blow and raise concerns about poor practice. |  |  |  |  |  |
| Through our Duty of Candour, we are open and honest with the people we support about when things go wrong. |  |  |  |  |  |
| We ensure that we update people, their families, staff and – where appropriate - others that engage with our service on the status of investigations and outcomes. |  |  |  |  |  |
| We effectively communicate and document any changes to practice resulting from incidents and accidents, and the date these changes should be applied from. |  |  |  |  |  |
| We ensure we learn from each and every accident, incident, near miss and event to continually improve safety at our service. |  |  |  |  |  |
| Our lesson learned logs are regularly reviewed to identify trends and enable us to ensure associated improvements are embedded. |  |  |  |  |  |
| We empower and encourage people to raise concerns to minimise future accidents and incidents. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=safe-3&topic=learning-culture).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |