## **Shared direction and culture**

### The culture of your service will need to be shaped around the needs of the people you support and the wider community.

### Inspectors will want to know what role your managers and leaders play in setting the culture of the service, ensuring it is open and transparent. They’ll be expecting that the culture of your service is based on ensuring the care you provide is based on equity, equality and human rights, diversity, and inclusion. Be prepared to share examples and demonstrate how managers lead by example on these matters.

### 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 have a clear and clearly communicated Statement of Purpose. | [ ]  | [ ]  | [ ]  |       |       |
| Our senior managers and leaders own our vision and values, keeping these under regular review. | [ ]  | [ ]  | [ ]  |       |       |
| We can evidence how our shared vision, strategy and culture enables us to understand the challenges and needs of people and respond to these. | [ ]  | [ ]  | [ ]  |       |       |
| We give people, their family, and friends a strong voice in the shaping of our vision, strategy, and culture. This is built around what is important to them and our local community.  | [ ]  | [ ]  | [ ]  |       |       |
| We have a person-centred culture that puts the people we support at the heart of the service. These are backed up with appropriate policies and procedures. | [ ]  | [ ]  | [ ]  |       |       |
| We are committed to delivering transparency, equity, equality and human rights, diversity, and inclusion.  | [ ]  | [ ]  | [ ]  |       |       |
| We regularly review any restrictions in place to check they are still proportionate and necessary. | [ ]  | [ ]  | [ ]  |       |       |
| We have a well embedded culture of fairness, and support across our service. This way of working extends to our support to others in the local community. | [ ]  | [ ]  | [ ]  |       |       |
| Our managers and leaders understand the culture of the service and ensure it meets the needs of the people we support, as well as staff and other stakeholders. | [ ]  | [ ]  | [ ]  |       |       |
| We ensure that our managers and staff speak to the people we support, their families and colleagues in a respectful manner and never use degrading terminology. | [ ]  | [ ]  | [ ]  |       |       |
| We ensure our shared vision, strategy, and culture are clearly communicated and effectively used in their recruitment, induction, and day-to-day delivery of the service. | [ ]  | [ ]  | [ ]  |       |       |
| We monitor our performance against the shared vision, strategy, and culture of the service. | [ ]  | [ ]  | [ ]  |       |       |
| Our managers and leaders support our staff team to fully understand and believe in the shared vision, strategy, and culture. | [ ]  | [ ]  | [ ]  |       |       |
| We mitigate the risk of delivering our strategy by having an action plan that addresses internal and external factors that might impact it being delivered.  | [ ]  | [ ]  | [ ]  |       |       |
| Our staff are managed by people who are trained to recognise and support them when they're experiencing stress. This in accordance with NICE Quality Standards. | [ ]  | [ ]  | [ ]  |       |       |
| Our teams can contribute to decision-making through staff engagement forums or equivalent. This is in accordance with NICE Quality Standards. | [ ]  | [ ]  | [ ]  |       |       |
| We are committed to ensuring all our staff are treated equitably and are valued and respected across the service. | [ ]  | [ ]  | [ ]  |       |       |
| We have strong and effective relationships across the entire staff team. We are all proud of the quality of care that the service delivers. | [ ]  | [ ]  | [ ]  |       |       |
| Our staff teams work collaboratively with one another and all external partners, agencies, and community contacts they engage with. | [ ]  | [ ]  | [ ]  |       |       |
| We understand the risks of a closed culture and actively work to ensure that this will never be a part of our service.  | [ ]  | [ ]  | [ ]  |       |       |
| We strive to deliver our vision and values built upon good or best practice. | [ ]  | [ ]  | [ ]  |       |       |

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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=well-led-2&topic=shared-direction-and-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). |