

# Quality Improvement Team

- Culture Toolkit
- Confident with difference

## Identifying and responding to closed cultures

Supporting information for CQC staff

Published Oct 2019

[https://www.cqc.org.uk/sites/default/files/20191104\\_closedcultures\\_supportinginformation\\_full.pdf](https://www.cqc.org.uk/sites/default/files/20191104_closedcultures_supportinginformation_full.pdf)

# Relationships and sexuality in adult social care services

Guidance for CQC inspection staff and  
registered adult social care providers

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<https://www.cqc.org.uk/sites/default/files/20190221-Relationships-and-sexuality-in-social-care-PUBLICATION.pdf>

# Two useful resources provided by Skills for Care

Culture toolkit

Confident with difference

# Culture Toolkit

The '**Culture Toolkit**' aims to explain why a positive workplace culture is so important, including:

- How a positive culture helps a workforce to be engaged in flexible and innovative ways of working.
- Improves the ability to cope when facing external challenges.

The toolkit features activities and scenarios to help providers embed a positive workplace culture.

1. A sense of identity

Get started

2. Shared values and assumptions

Get started

3. Norms and expectations

Get started

4. Lines of communication

Get started

5. Complex subcultures

Get started

6. Continuous change and development

Get started

The values within a positive workplace culture should align with the values needed for person-centred, high quality care and support.

They might be values such as:

- dignity and respect
- working together
- showing a commitment to quality care and support
- learning and reflection

When the values of your staff match your workplace values this can help you deliver high quality and consistent care and support, and maintain a positive workplace culture.

When they don't, it can lead to recruitment and retention challenges and foster bad practice which can damage your culture. That's why it's so important to identify your workplace values and ensure they're embedded throughout your organisation and culture.



Confident with difference

# Confident with difference

The aim of the '**Confident with difference**' resource is to provide care services with the opportunity to consider how well they currently embrace diversity and allow them to form actions plans of where and how they can improve.

The series of short films and activities has been designed for managers and leaders to use with their teams.

# What does being confident with difference mean?

Sometimes when we meet people who appear different to us we can feel nervous about saying or doing the wrong thing or accidentally causing offence.

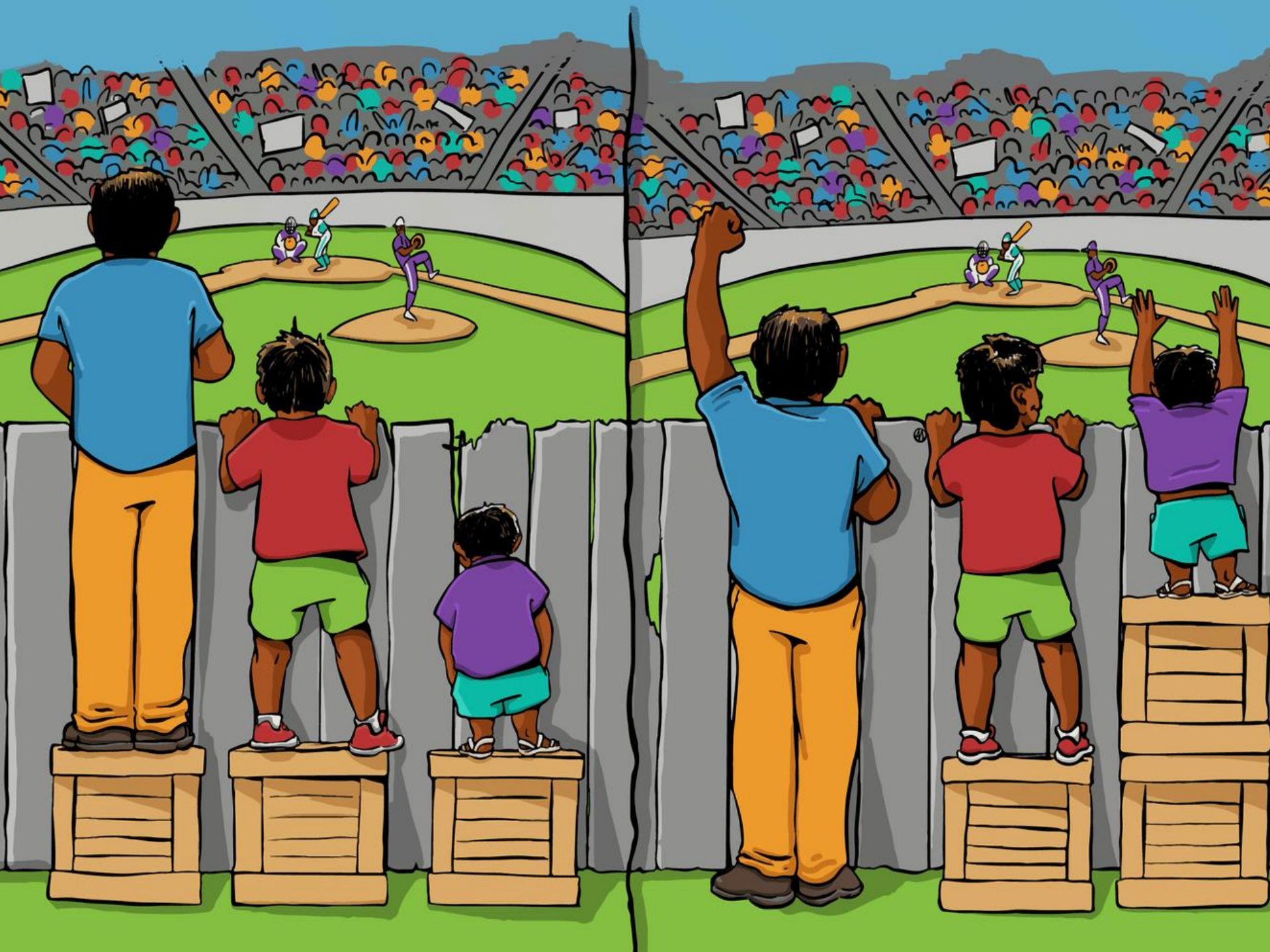
This can create barriers, perhaps we even try to ignore that difference.

... but we treat everyone the same!

We regularly hear the phrase ‘we treat everyone the same’ in care services.

It’s a common belief that this is the right approach to providing good care and support.

Despite this well-meant intention, treating everyone the same ignores important differences.





Film 1 What does being confident with difference mean?



Film 2 Sexual orientation and gender identity



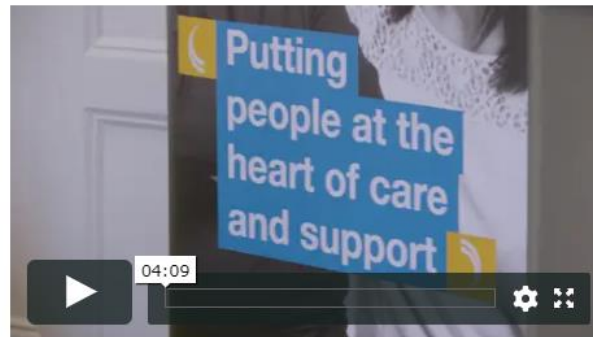
Film 3 Engaging with your community



Film 4 Beyond the label



Film 5 Leadership



# Confident with difference

## Sexual orientation and gender identity



# Sexual orientation and gender identity

The Acronym LGBT stands for lesbian, gay, bi-sexual and transgender.

You may see this written in other ways, such as LGBTQ+ or LGBTQIA in some places which indicates the many different ways in which people can define their sexuality, sexual orientation or gender identity.

# Sexual orientation and gender identity

The film you are about to watch includes interviews with ambassadors and staff from Opening Doors London, a charity providing information, support services and training.

They were asked how it might feel to access care and support if an organisation wasn't demonstrating that they were inclusive for all.

# Film 2 – Sexual orientation and gender identity

[CLICK HERE TO PLAY](#)



Q1. Why do you think some LGBT people may not feel confident in being open about their sexual orientation and/or gender identity when accessing care services?

Q2. Do our current training arrangements ensure you are confident to support people from the LGBT community?

Q3. What can you do to make yourself and/or your service more inclusive and welcoming?



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- Learning and development
- Leadership and management
- CQC provider support
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Any questions?