

Craven Engagement Event

28/1/2020

Quality Improvement Team

- Culture Toolkit
- Confident with difference

Two useful resources provided by Skills for Care

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

Relationships and sexuality in adult social care services

Guidance for CQC inspection staff and registered adult social care providers

1. What is sexuality?	2
2. What is sexual orientation and gender identity?	3
3. What does the term LGBT+ mean?	3
4. When should providers assess a person's sexuality needs?	3
5. How can providers help people develop their understanding of sexuality and relationships?	4
6. Can a best interests assessment be made in relation to a person's consent to sex?	4
7. How can providers support people living with a physical disability?	4
8. How can providers support people with accessing dating services?	4
9. What is sexual disinhibition?	5
10. How should providers support people exhibiting sexual disinhibition?	5
11. How should providers respond to incidents?	6
12. What if someone lacks capacity to consent to sexual relations?	6
13. How is someone's capacity to consent to sexual relations assessed?	7
14. Do care staff need specialist training?	7
15. How are sexuality and relationships considered within the key lines of enquiry?	8
16. Are there any specific questions relating to sexuality and relationships?	8
17. How will this subject be reported in inspection reports?	9
Appendix 1: Key lines of enquiry	10
Appendix 2: Additional resources and references	12

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

Culture toolkit

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

Culture toolkit activity #2

Shared values and assumptions

All workplace cultures should have a deeply held set of values that are shared by those working and living in it.

They tell staff how to behave and what attitudes they need to achieve the vision of your organisation.

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.

Exercise

Read the scenario and answer the questions below.

Orchard End Services is a small organisation that supports young adults with learning disabilities to live independent lives in their community. Mike, one of the directors, strongly believes that their services should be personalised to meet individual wants and needs. He has developed a workplace culture that is dynamic, enterprising and energetic. His staff must be forward thinking, creative in developing care and support solutions and team players whilst also being able to work independently and responsibly in the community.

He's recently advertised for a new worker to support individuals to develop their own care and support packages. After the interview he has two potential members of staff. Both of them have the right skills, values and attitudes to work in social care - Mike is now looking for that 'cultural fit'.

Susan has worked in the care sector for 10 years in both domiciliary and residential services for people living with autism. She holds a level 3 qualification in health and social care and has applied for this post because she's had contact with Mike's team through her work and is impressed by the services they provide. She strongly believes that everyone has the right to choose and control their own care and support. She also wants to broaden her own experience and learn new skills as she hopes to achieve a manager's post in a few years' time.

Jacky started her career as a housing officer. Several years ago she moved jobs and has now been working with a small charity supporting unemployed young people to get involved in voluntary work in their local area. She's passionate about the development of vibrant communities and the inclusion of all citizens. She is motivated to improve her practice and learn new skills, enrolling in a distance learning course that will lead to a social science degree within the next year. She has applied for this post as the charity has insufficient funds to continue and she will be made redundant.

Now answer these questions.

- Who would you choose to work in Mike's service?
- What factors influenced your decisions?
- Thinking about your own organisation, what wording would you use to advertise a post to ensure that future staff shared your workplace values (and was therefore a cultural 'fit')?

Shared values and assumptions activity



1. Who would you choose to work in Mike's service?
2. What factors influenced your decisions?
3. Thinking about your own organisation, what wording would you use to advertise a post to ensure that future staff shared your workplace values (so there's a cultural 'fit')?

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.

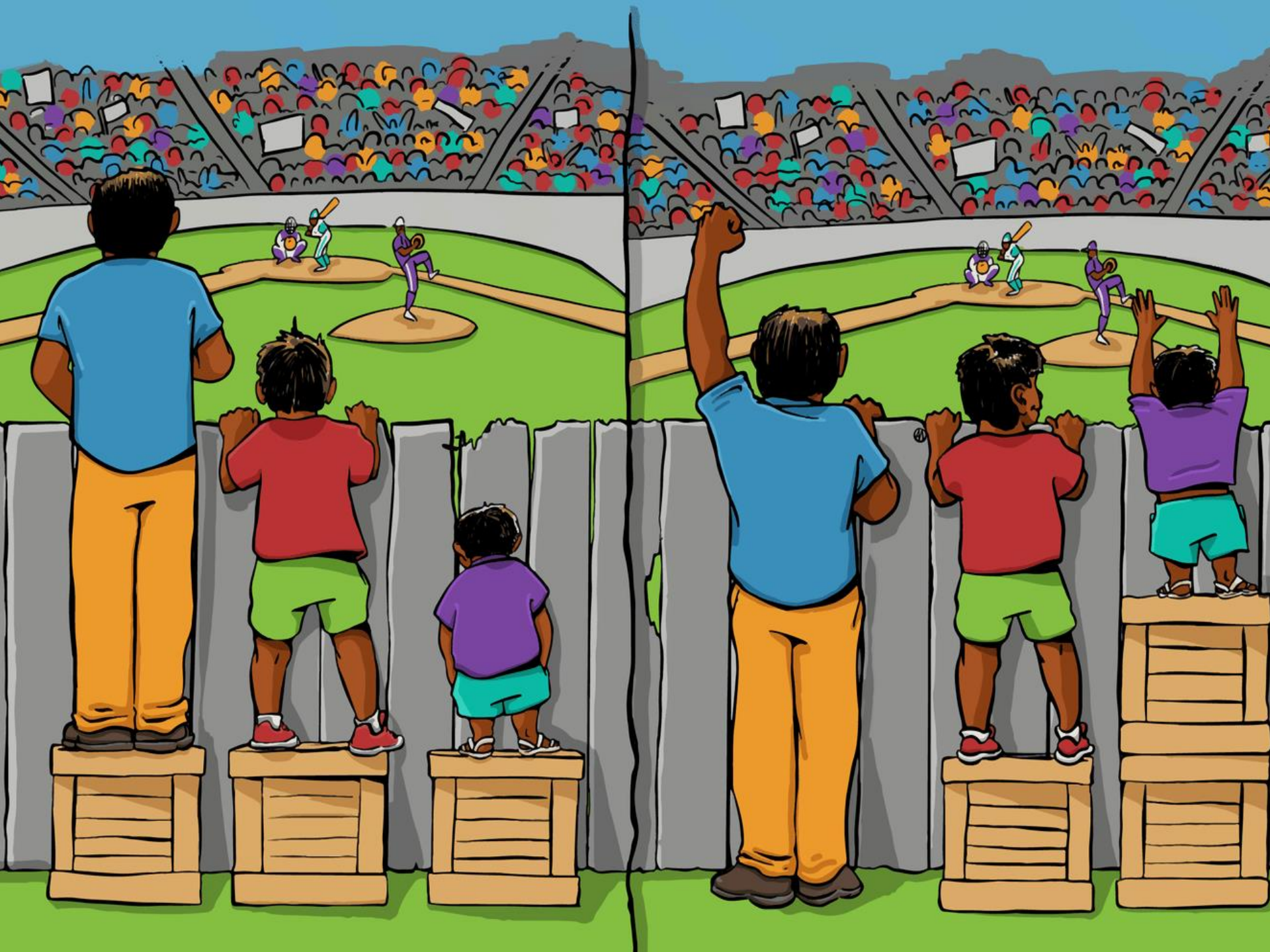
This can create barriers, perhaps we even try to ignore that difference.

... 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



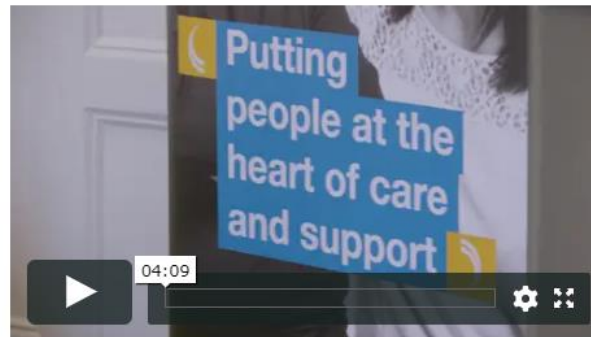
Film 3 Engaging with your community



Film 4 Beyond the label



Film 5 Leadership



Confident with difference

Activity 2

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](#)



Belinda Davies

Inspection Manager, Adult Social Care, Care Quality Commission

Activity 2

You will be split into groups

Each group will be given a question to discuss for a few minutes.

We will come back as a whole group to feedback afterwards

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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Any questions?

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