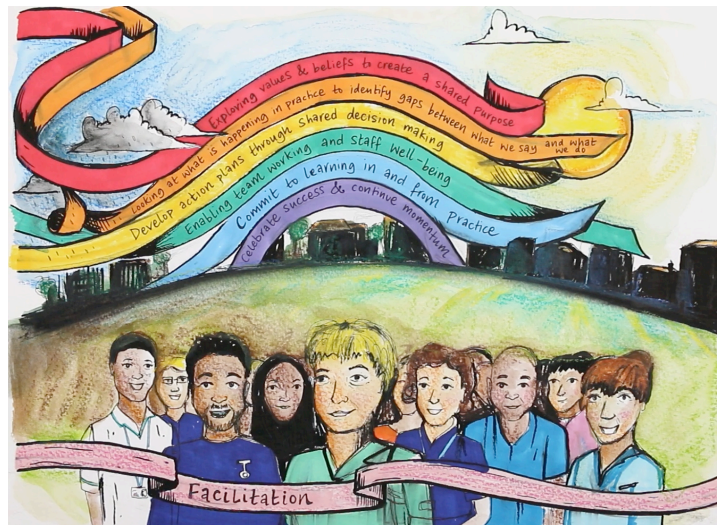


# Foundation of Nursing: Creating Caring Cultures in Health and Social Care: Getting Started Animation Script April 2015



As health and social care staff, we all want to be kind and caring and make sure services are safe and effective. But how often do we step back to really look at what we do, think about the people that we work with and the ways we work together to provide care?

We know that one of the most significant factors that influence the quality of care is workplace culture.

A caring culture makes things better for everyone. Patients, service users, and residents and their families and carers experience good care. Staff feel valued and supported which helps them to provide the care patients want with compassion and competence.

So what exactly do we mean by culture?

Put simply, culture is 'how things are done around here'. People make cultures, so whatever our role, all our ideas and actions are important.

So how do you get started with creating a caring culture?

Changing culture takes time, and planning helps. But there are some simple steps that can help you get started.

A great place to begin is by asking staff 'what is it like to work here?' Don't assume that you know – ask them, really listen.

When staff feel heard, they feel happier, and this makes patients feel happier too.

Conversations with staff and patients can help us to begin to create and agree a shared purpose for care – this is an important step in culture change.

We can do this by asking each other simple questions about what we think is important about care. These are our values and beliefs and they influence our attitudes and behaviours. Sharing these and finding common ground can help to create a shared purpose and goals which help teams to work more effectively.

Of course talking about shared purposes and goals and writing them down doesn't always mean that this is what will happen. There are often gaps between what we say and what we do.

Because culture change needs people and their practice to change, it is important that we involve staff in identifying these gaps.

By standing back to observe practice, and talk to patients about their experiences, we can see for ourselves what's going well and what could be better.

It may feel a bit strange and uncomfortable at first, but remember to be open-minded.

Learning in the workplace really helps develop a caring culture because learning from practice helps us to connect emotionally and become more fully engaged.

The care setting makes a great classroom because so much can be learnt from what we do. Talking about care issues is a good way to develop new insights and to take responsibility for improving practice.

Frontline staff have a wealth of knowledge and expertise about their area of practice.

By working with staff they can get involved in making decisions. Alongside patients and families, they are in the best position to identify solutions to care issues and to make meaningful changes.

Culture change won't happen on its own. It needs someone to lead and facilitate it – someone who is enthusiastic, persistent and willing to listen. Maybe this is you, but you don't have to work on your own.

Successful leaders work with colleagues and teams and find people that can help and support.

Change takes time and there will be highs and lows. You can see how far you've come by looking back at the shared purpose you started with. This helps to stay focused.

By noticing what's gone well and celebrating successes however small, staff will see they are creating a more caring culture and feel motivated to keep going.

We know that in caring cultures, patients experience safe and effective care and staff feel valued and engaged. We can achieve this by working together, talking, listening and taking action, helping us to provide care that is the best it can possibly be.



Wherever you are working across health and social care, we hope that this has inspired you to get started today.

If you would like further help or information, visit the Foundation of Nursing Studies website:  
[www.fons.org/learning-zone/tools-and-resources.aspx](http://www.fons.org/learning-zone/tools-and-resources.aspx)

