

Safety Culture Charter

Version 2 (June 2024)

Everyone working for Berkshire Healthcare is committed to delivering high quality services, which are safe, provide the opportunity for recovery, and promote the wellbeing of service users, relatives and carers, and staff. In seeking this, we recognise that risk can never be reduced to zero and the vast majority of things that do not go as planned are due to unintentional acts and decisions made in good faith.

Psychological safety for staff

All staff, at all levels, will show compassion, consideration and support for each other, even when we're under pressure. Everyone's contributions are valuable and will be heard.

We should persevere in finding creative solutions to help service user recovery and avoid ruling out options based on fears of what might go wrong. We will create a culture where staff can make positive, recovery-oriented decisions and have a safe place in which to plan and learn.

Decisions about risk are best taken collectively. We will develop systems and processes which support staff to feel confident to speak up with ideas, questions, concerns, or mistakes without fear of punishment or humiliation.

Clinical and professional supervision, team discussions, coaching, Complex Case Forums and our Positive Risk Panel will support colleagues. We will make sure investigations study the system and context in which incidents occur so we can improve together.



Diversity

We will promote inclusivity, trust, respect, and anti-racism, where people feel able to thrive as themselves. Valuing diversity plays a critical role.

We will recognise how beneficial difference is, be it profession, diversity of thought, age, gender, ethnicity or other identities, for teamwork, communication and performance. These differences stimulate learning and creativity when harnessed in the right way.

Leading collectively through the team enhances the voice of all team members equally and enhances safety.

Compassionate and inclusive leadership

We will promote a culture of compassionate and inclusive leadership that creates psychological safety and encourages team members to:

- Pay attention and listen to each other
- Develop mutual understanding
- Empathise and support each other

These types of teams are also highly innovative.

Clinical Case Forums will facilitate structured and shared decision-making, provide psychological formulation to guide care/ treatment planning, encourage senior and team ownership, and support us all in being accountable.



Open learning

We will be an organisation that identifies, contains and recovers from errors as quickly as possible and will be responsive to every opportunity for learning and continuous improvement.

We will always want to be curious to understand why things didn't go as planned to redesign systems and processes to minimise the chances of them happening again in the future, and to support individuals to work safely.



We will learn about what works well, and why, in order to replicate and optimise these behaviours and processes.

We will create an environment where staff feel supported and empowered to learn when things do not go as expected and this results in a serious incident review. Our approach to serious incident reviews focuses on a supportive and consistent approach to learning that is not blame-seeking, with post-incident support offered.

We will share learning from experiences to help others develop and flourish.

We will actively listen to concerns, including the people who use our services, and take appropriate action and deliver practical solutions.



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