

GOOD CULTURE

- Staff can articulate observing senior managers regularly.
- Evidence of senior management presence in communication book/ visitors book.
- Feedback from Quality Checkers.
- Evidence in staff survey
- Staff can clearly articulate the values of the organisation.
- Staff can articulate clearly their responsibility towards service users.
- Staff can articulate the outcomes they are supporting to achieve.
- The environment is homely and reflects the service users' lifestyle.
- There is a positive and respectful rapport between staff and service users.
- Evidence of effective organisational learning.
- Are service users employed at Head Office?
- Service users open the door.
- Senior managers are accessible (eg. open doors, emails).
- The organisation arranges events to celebrate success.
- Service users are paid for their contribution to the organisation.
- Staff can articulate a culture of thanks and positive feedback.
- Staff appraisals reflect good practice.
- Team meeting minutes reflect good practice and lessons learned.
- Evidence is regularly collected to demonstrate outcomes.
- Staff are encouraged to network with external organisations.
- Evidence of senior managers actively networking externally.
- Clear arrangements for staff representation.