

An introduction to

Being Human Safety Culture Framework for NI HSC



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The Regulation and Quality Improvement Authority

Session content

Overview of framework: 3 domains
Supporting resources
What might it mean in practice

Background


Report on the Expert Review of Records of Deceased Patients (Neurology)

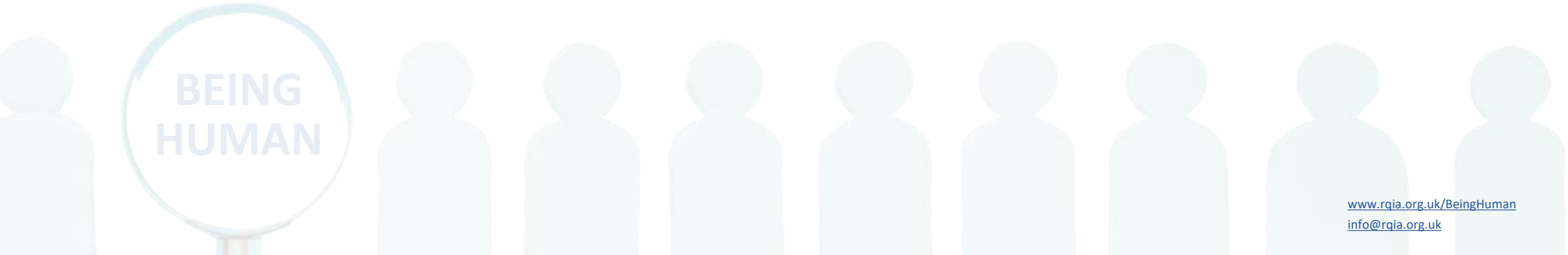
RQIA Legacy Commitments

‘Influence the training and development of health care professionals’

to ‘strengthen the assessment of safety culture, particularly around evidence of listening to patients and families, and evidence that staff feel safe to challenge each other and raise concerns’

Require improvements if there is evidence of substandard systems, or poor culture or care.

‘Use its position as independent regulator to support the adoption of openness and candour across all services’’



www.rqia.org.uk/BeingHuman
info@rqia.org.uk

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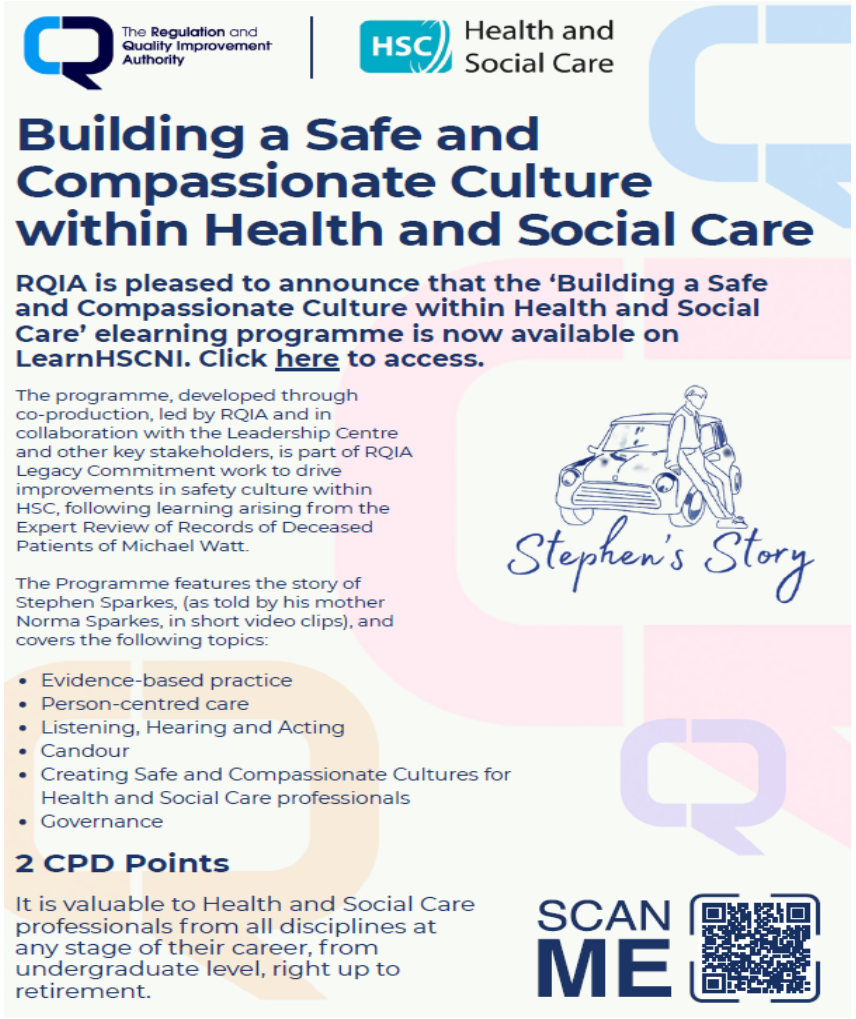
Learning from families



Building a Safe and Compassionate Culture within Health and Social Care

COURSE







Link will be shared after presentation



Beyond structures

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Putting safety and wellbeing at the heart of every decision.

Commitment to Patient Safety and Staff Wellbeing

Human connections
Treating colleagues, patients and families with humanity.

Compassion, Civility and Respect

Being Human

Safety Cultures

Curiosity and Constructive Challenge

Learning systems for continuous improvement
Environments where people can speak up, question and improve.



When infrastructure and culture work together, sustainable improvement becomes possible



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A Framework for Safety Culture within Health and Social Care in Northern Ireland

Being Human: A Framework for Safety Culture within Health and Social Care

Domains	Themes	Expectations
	Fostering collective accountability for Patient Safety	There is shared understanding of collective accountability at all levels, acknowledging that ultimate accountability for patient safety sits with HSC Trust Board
		There is a 'Floor to Board' commitment to patient safety
		Clinical Care is consistently safe, effective and underpinned by Evidence-Based Practice
		Tackling Health Inequalities is a Key Safety Priority
	Looking after staff wellbeing	Staff are nurtured, supported and enabled to fulfil their potential
		Diversity is welcomed, championed and supported, understanding that it makes teams more effective
	Listening to patients, families and staff	Voices of staff, patients and families are embraced as an important barometer of safety
	Leading with compassion	Compassionate Leadership is fundamental to all other aspects of a safety culture
	Empowering staff, patients and families	Effective Teamwork and Psychological Safety is nurtured within teams
		Staff at all levels are kind and civil and work within 'Safe and Compassionate' teams
		Patients and families are empowered, enabled and informed
	Enhancing openness, trust and mutual respect	Staff at all levels Listen, Hear and Act on concerns of patients, families and colleagues
		All impacted by patient safety incidents experience fair, compassionate and restorative responses and actions
		Openness and candour is promoted and supported at all levels in the organisation
	Addressing fear and defensiveness	Fear is addressed by acknowledging the impact of past trauma and by challenging unhelpful narratives and beliefs
		Early engagement is embraced as an opportunity for early resolution and system learning
	Making it safe for staff to speak up	Staff at all levels are empowered to provide and receive constructive feedback as a means to learning and improving the HSC system
		Speaking up is highly valued and encouraged and results in action to improve patient safety
	Being curious to learn and improve	Time and space for reflection is created at all levels in the organisation
		Learning is shared in a meaningful way that has impact

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Domain 1: Commitment to Patient Safety and Staff wellbeing

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Being Human: A Framework for Safety Culture within Health and Social Care

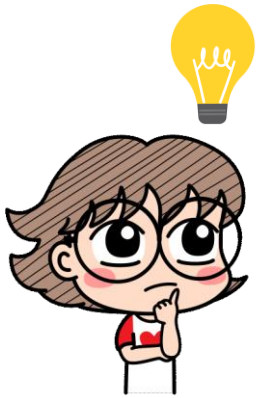
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Take a moment to think about systems, processes you have in place to demonstrate these expectations are met within your team?

When you return to your work what actions might to take?



What conversations might you have with your colleagues about how your team delivers against this domain?





Domain 2: Compassion, Civility and Respect

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Domain 3: Curiosity and Constructive Challenge

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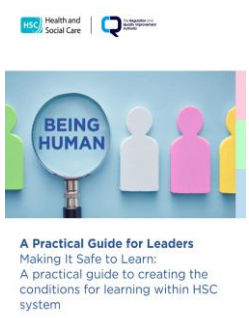
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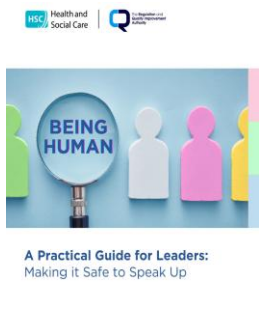
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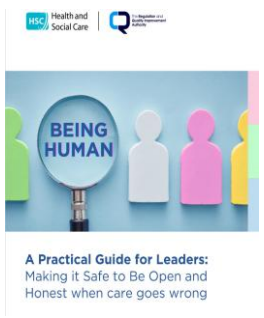
PROJECT ECHO NORTHERN IRELAND

Being Human

A practical safety culture framework helping Health and Social Care teams across Northern Ireland understand, talk about, and improve the human factors behind safe, compassionate care.

















Being Human — A Safety Culture Framework for HSC Northern Ireland



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Aligning Being Human with NISCC standards

Professional standards matter, but culture determines how they are experienced.

NISCC registration

Professional baseline

- Conduct and practice expectations
- Accountability and competence
- Ongoing learning and development

Being Human

Organisational safety culture

- Safe and compassionate
- Just and open
- Learning and improving

Leadership in practice

The bridge

- Role-model behaviours
- Enable speaking up
- Turn learning into change

Registration tells us what is expected. Culture shapes whether people can do it.

Together: safe and compassionate • just and open • learning and improving



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The alignment: standards → culture → experience

NISCC professional standards

Conduct - Practice – Registration - Post Registration Training & Learning (PRTL)

Commitment to patient safety & staff wellbeing

- Competence
- Supervision
  Staff support
- Safe systems

Compassion, civility & respect

- Dignity
- Equity - Rights
- Inclusion
  Relationships
- Person-centred care

Curiosity & constructive challenge

- Speak up
- Reflection
- Question assumptions
- Learning systems thinking
- Continuous Improvement

What people experience

Feedback welcomed - Safer care - Openness - Trust - Feeling heard
Psychological Safety - Learning for improvement

Leadership connects the dots: policy, behaviour, systems and lived experience.

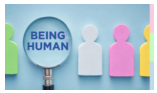


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Domain 1: Commitment to patient safety and staff wellbeing

Leadership creates the conditions for safe, competent practice.

Being Human lens



Make safety a shared priority

Support staff wellbeing and psychological safety

Learn from incidents and near misses free of blame

Address workload, competence and system risks

NISCC connection

Northern Ireland Social Care Council

Conduct Standard #

- Accountable for work quality and maintaining/improving knowledge and skills

Practice Standard #

- Develop yourself (and, for social workers, others)

Registration and PRTL

- Maintain professional learning



Manager prompt: "What support would make safe practice easier today?"

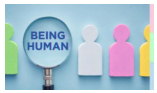
Everyone prompt: "What support can I provide to make safe practice possible today?"



Domain 2 Compassion, civility and respect

Professional values become visible in the way people are treated.

Being Human lens



Protect dignity, rights, choice and inclusion

Treat service users, families and colleagues respectfully

Notice how language and routines affect people

Challenge disrespectful or discriminatory behaviour

NISCC connection

Standards of Conduct and Practice:
Values, Attitudes and Behaviours expected in day-to-day work

Person-centred, ethical practice

Professional boundaries and accountability

Employer role-modelling and supervision

Manager prompt:

“Would the person receiving support recognise the team demonstrate compassion, civility and respect towards them and their family?”

Everyone prompt:

“Would the person receiving support recognise compassion, civility and respect in how I interact with them?”

“Would colleagues I/we interact with recognise I/we treat them with compassion, civility and respect?”





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Domain 3 Curiosity and constructive challenge

A learning culture depends on people being able to ask, question, speak up and exercise agency

Being Human lens



Invite challenge and different perspectives

Ask “what might we be missing?”

Respond to concerns fairly and openly

Turn feedback, complaints and incidents into learning

How can we improve? Who can we engage?

How can we embed/sustain improvement

NISCC connection

Northern Ireland Social Care Council

Conduct Standard #: accountability and improving knowledge/skills

Practice Standard #: development and reflection

PRTL: ongoing professional learning

Employer responsibility:
enable staff to contribute to safety and quality improvement

Manager prompt:
“How do we respond to concerns raised by service users/family/staff and other providers?”
How do we create the conditions for curiosity and constructive challenge?”



Everyone prompt:
“How do I respond to a service user/family member or colleague who raises a concern?”



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You are not starting from scratch.
Reflect on how you embed it in the systems you already have

Avoid creating a parallel initiative: make existing routines more human and reflective.

Supervision	Psychological safety, wellbeing, reflection, confidence to speak up
Appraisal & development	Values, competence, learning and improvement goals, PRTL evidence
Incident / complaint review	Fair response, system factors, learning and follow-through
Quality assurance	What policies say + what people actually experience
Team meetings	Psychological safety & shared commitment to constructive challenge, curiosity, learning for continuous improvement
Service-user feedback	Dignity, inclusivity, equiable, choice, listening and visible action

Small shifts in everyday conversations can help you and your team translate the framework into everyday practice.



Take it back to your team/service

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Some leadership questions to consider……

Who will I tell in my team/service?

Commitment to Patient Safety and Staff Wellbeing

Do I/we create the conditions for staff/service users/providers to raise concerns?
Do I/we create the conditions for safe effective care?

Compassion, Civility & Respect

Would people receiving support and our staff describe our culture as compassionate, civil and respectful?

Curiosity & Constructive Challenge

Have we created the conditions for people to provide feedback and constructive challenge?
Do we treat feedback with openness, transparency and commitment to act?
Do we have a custom of learning for continuous improvement?