

1 MINUTE GUIDE

Safeguarding Committee closed culture



A closed culture really means a poor culture in a health or care service that increases the risk of harm to people. Harm can include abuse and also includes breaches of people's human rights. Closed cultures can be deliberate, consider Winterbourne View or Whorlton Hall, or unintentional, such as with Mid Staffordshire NHS Foundation Trust.

Either way, a closed culture can result in unacceptable harm to a person, such as in Mid Staffs where examples of poor care included calls for help using the bathroom being ignored; patients left lying in soiled sheets or on commodes for hours and left ashamed and afraid. Other patients were left unwashed for as long as a month; food and drink was left out of the reach of patients, and many were forced to rely on family members for help with feeding.

UNDERSTANDING WHAT COULD CONTRIBUTE TO A CLOSED CULTURE DEVELOPING



FURTHER READING/VIEWING:

[Winterbourne View Summary of the Government Response](#)

[CQC inspections and regulation of Whorlton Hall](#)

[Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry.](#)

[CQC Connect: Who I Am Matters Podcast - YouTube](#)

[How CQC identifies and responds to closed cultures](#)

[NCF How to eliminate closed cultures](#)

[Creating a safeguarding culture - NICE Quick Guides](#)

IF A MANAGER...

- Fails to monitor, and address issues raised by staff, people using the service, relatives and visitors to the service
- Appears to cover up allegations
- Fails to engage and respond to recommendations made by external agencies and professionals
- Provides notifications to Ofsted that are poorly completed, lack detail and concerns exist about tone of language
- Fails to promote or support regular contact with loved ones, either in person or remotely and there are few visitors to the service
- Doesn't respond to Ofsted, commissioners or other external requests for information in a timely way...

OR IF THE ENVIRONMENT CAUSES...

- Concerns about the condition and suitability of the physical environment that people are living in, which are not being adequately addresses in a timely way
- Concerns that there is a lack of monitoring by outside agencies, including limited interaction with outside agencies due to failings on the part of the service to submit mandatory information such as notifications or safeguarding referrals
- Concerns that the service is responding to the negative impact of a pandemic or incident such as COVID-19
- Concerns that families do not have a good working relationship with the provider and/or are not aware of how their loved one is being cared for...



THIS IS WHAT YOU CAN DO TO HELP PREVENT A CLOSED CULTURE FROM DEVELOPING:

