

# Getting the culture right!

**Social Care Culture:** the feeling or sense you get from how you are treated and supported where you live and spend time. It is about how people supporting you behave, what they believe and how they are led by their organisation.



Crystal Higgins,  
Learning Disability  
& Autism Leaders  
List Winner

## What does it feel like to be in a bad culture?

- We have no choices
- We feel sad, alone and disrespected
- We can't even choose when or what we eat
- We are controlled by others

## What does it feel like to be in a good culture?

- We can improve our lives, and achieve great things
- We can have choice and control
- We can feel encouraged and motivated, thinking positively about our futures
- We can be proud



Nathan Spicer,  
enjoying an N-Dubz  
Concert



Stephen Adamson,  
recording a radio  
advert for DHSC

## What good support looks like:

- Trusting people to talk to, who listen well and make things happen
- Support to do the things we want to do
- Have similar interests and are interested in us
- Positive, friendly people make the difference
- Make sure we are in control of choices
- Advise us, but the final decisions are ours
- Treat us as individuals



People with lived  
experience roundtable  
discussion - CB-NSG

## How do you know when support is good?

- We do the things in life we want to do, when we want to do them
- We are successful in life, and have opportunities to celebrate our achievements
- Our supporters keep their promises and don't let us down
- We get encouragement and are motivated to achieve, and try new things
- We chose who supports us
- Our supporters are kind, positive, fun people
- Our supporters give us the right support, at the right time, during the good and bad times
- We feel safe



Julien Baird,  
educating support  
teams to coproduce  
recruitment

## How do you know you are being listened to, and heard?

- Our supporters are looking at us, giving eye contact and interested in what we are saying
- They act on what we say, and make things happen
- They make good use of body language and repeat back to make sure they have understood
- They smile, and reassure us and cheer us up
- We feel respected and others are genuinely interested in us
- They have our back!
- Supporters really advocate for us, don't just "stick up" for their colleagues

## What does it feel like when you are not listened to?

- We may want to fight or walk away, it is frustrating and can make us angry
- We can feel nervous, sad, and have no control
- We can feel stuck and feel we have to put up with it
- We can sense it, and means we won't be interested in them
- We can be withdrawn and feel alone

## What could improve your support?

- If we were managers we would want to reduce the amount of paperwork and increase the pay of support workers
- We would make sure people who cannot use speech or have limited speech have a stronger voice
- We would always want people to move forward and keep achieving in their life