

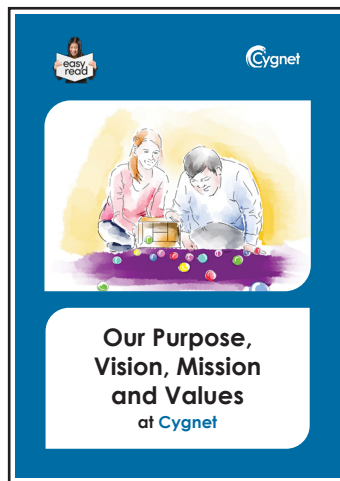
Open Cultures at **Cygnet**

Culture



Cygnnet's values reflect our culture and your care. Our staff use our values when supporting you.

You can read more about Cygnnet's values in the document...



Our Purpose, Vision, Mission,
and Values.

Our culture influences:



- our choices



- our actions



- how we talk to you



- your standard of care

Open Culture

A place with an open culture is somewhere you feel:



- safe



- listened to



- respected



Staff include you in decisions about your care. We often ask you, your relatives or carers about how we can improve your care.



An **open culture** makes sure you get the best care.



Open cultures are important.
In an open culture the following things happen:



- you can speak up and talk to managers and staff when needed



- you feel listened to by staff when you do speak up



- you make choices about your life



- you are included in decisions about your care



- you feel supported to do these things

How Cygnet creates an open culture

Your care



An open culture is good for your care, it affects your daily life.



We make plans which are different for each person, they are based on the support you need and involve your choices and opinions.



We listen to what you want.



We make changes to your care depending on what you tell us. We also listen to your friends and family if you say this is ok.



We use a **least restrictive** approach to your care.

Least restrictive means:



- we use specially trained staff to keep you safe when you or others are at risk of being hurt.



- we only keep people away from each other to keep your or others safe. We follow the right checks with other professionals and follow the law to keep you safe.



- we promote your rights and independence.



- we give you information so you can understand your care and lifestyle options.



We give you easy read documents for you to understand your options.



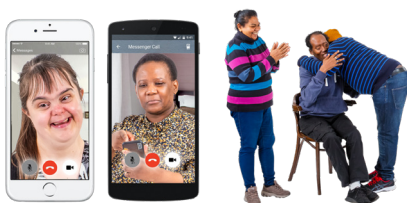
We follow the laws that are relevant to your care.



We make plans to meet national standards and to give the best care for you.



We make sure you are supported by the right number of staff with the best skills for your needs.



We make it easy for you to talk with friends and family.



We tell your family and friends how you are and about any changes to your care.



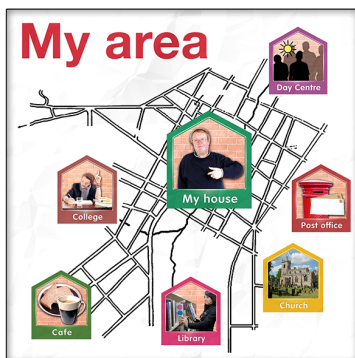
We have regular meetings to check your care is of a high standard.



People visit our services regularly to review your quality of care and check it is safe and caring.



We make sure where you live is clean and comfortable.



We make sure you can go into the community and do the things you want to do.



We make sure you have lots of activities to choose from.



We regularly check if you need to start or stop any medication.



We make sure we adjust our communication to your needs.

Open Culture and our Staff



Staff can speak up about ideas or problems.



Managers listen to ideas and worries.



We make sure staff have good training so they can look after you in the best way for you.



Staff and managers are always looking to improve your care.

How Inspectors look for Open Cultures



Inspectors make checks to see we are meeting high standards for your care.



We make changes if they tell us there is a problem.



Experts by experience help inspectors understand what is happening in your service.



You can talk to inspectors, they want to hear about your experiences.

Open Cultures at Cygnet



We are always looking to improve your care.



We can work together.



We will listen to what you have to say.



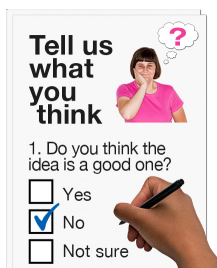
If you feel that anything in this document is not happening you can speak to a manager or staff.

We have a complaints process.

You can read more about Cygnet's complaints in the document...



Let's think about making a complaint



You can also let us know through our surveys we send out.

Your notes

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helping us make this easy read.

