



Healthcare
Improvement
Scotland



Scottish Patient Safety Programme: Mental Health

Safety Climate Resource: Patient Guidance

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www.healthcareimprovementscotland.org

What is safety climate?

Safety culture has been shown to be a key predictor of safety performance in several industries. It is the difference between a safe organisation and an accident waiting to happen. Thinking and talking about our safety culture is essential for us to understand what we do well, and where we need to improve.



Safety climate is a measurement of the safety culture in an environment at a particular point in time.

This resource is designed to help you measure safety climate and will allow you to

- understand your system at a specific point in time
- describe the presence or absence of safety
- identify good practice and
- identify areas for improvement

What is included in this resource?

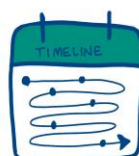
Patients

The Patient Safety Climate Resources for mental health are a set of questions designed by people with lived and living experience and given to people to assess different aspects of safety in a ward or unit.

An accessible version of the questionnaire has been developed for patients with communication difficulties.

Frequency

We recommend that safety climate is measured several times a year or more often as required. For patients, it should not be used at a set point in the clinical process, such as at admission or discharge, but at various points during their journey. The Patient Safety Climate Resources are designed for use with a mixed group of patients at a specific point in time, as this provides more varied responses.



Patient climate resources

Questionnaire

It is strongly recommended that completion of the patient climate questionnaire is supported by an external facilitator. Within the questionnaire there are a number of potentially challenging questions and statements. An external facilitator will provide support to the individual in completion of the questionnaire and where appropriate, encourage discussion and record the subsequent narrative. We recognise that this will vary in different areas. However it is essential that the facilitation is carried out by those who are not directly employed or involved as core members of a ward or unit team. The use of an external model of facilitation is considered to be best practice and where possible an advocacy organisation or third sector organisation should be approached to carry out the facilitation role.

Access the full patient safety climate resource [here](#)

Accessible questionnaire

An accessible version of the patient safety climate questionnaire has been provided for patients who may have communication and/or cognitive difficulties. The questionnaire has a reduced list of questions, simplified language and graphics have used, where appropriate, to illustrate the meaning of the question. The options available to answer each question have also been simplified and include the use of graphics. It is strongly recommended that completion of the accessible version of the patient safety climate questionnaire is supported by an external facilitator.

Access the full patient safety climate resource [here](#)

Digital template

It is strongly recommended that completion of the patient safety climate questionnaire is supported by an external facilitator. Within the questionnaire there are a number of potentially challenging questions and statements and facilitation will provide support to the individual in completion of the questionnaire and where appropriate, encourage discussion and record the subsequent narrative. We recognise that this will vary in different areas, but it is essential that the facilitation is carried out by those who are not directly employed or involved as core members of a ward or unit team.

The resource can be completed digitally, independently or with a help of a facilitator by clicking on the 'Duplicate it' button.

After clicking on "Duplicate it" button

- your copy of the template tool will open
- click on "Forms" in top left corner of the screen
- you will see all of your forms
- hover over the SPSP Mental Health Safety Climate Resource Patient Questionnaire
- in the bottom right corner three dots will appear with "More Options" label
- click on the three dots and select "Move to a Group"
- from the options choose the appropriate team
- this will be one of your Teams and a team which collects the data and is responsible for the results and the analysis.

The data entered into the digital resource provides real-time analysis.

Access the full patient safety climate resource [here](#)

Group resource

This resource allows you have a group discussion with patients on their perceptions of safety. You can use these themes and the questions in any way that helps people to think and talk about safety culture. When working in a group, one person may need to act as facilitator. You can use as many or as few themes and questions as you feel are helpful to facilitate the conversation.

The questions have been categorised into 4 themes:

- your personal safety
- your relationships with staff
- the use of restrictive practices, and
- your care and treatment

Access the full group safety climate resource [here](#)

General Data Protection Regulation (GDPR)

The Safety Climate Resource will gather views and experiences on different aspects of safety in order to make improvement to care. All of the individual resources are intended to be anonymous and non-identifiable. Information on your NHS board GDPR process for collecting, storing and reporting data can be obtained from your information governance GDPR lead.

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