



Healthcare
Improvement
Scotland



Scottish Patient Safety Programme: Mental Health

Safety Climate Resource: Staff 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?

Staff

The Staff Safety Climate Resources provides information about the perceptions of front-line clinical staff about safety in their clinical area and leader's commitment to safety.

Frequency

For staff, we suggest obtaining a baseline safety climate measure, and then conducting follow-up questionnaires at 6 months and 12 months. This is recommended for areas with ongoing programmes of improvement as the staff results may provide outcome or balancing measure data.



Staff Climate Resources

Questionnaire

Organisations working to develop or improve a culture of safety need a reliable measure to monitor the success of their initiatives. Using the Staff Safety Climate Resources, an organisation can gain information about the perceptions of front-line clinical staff about safety in their clinical area and management's commitment to safety. This provides information about how perceptions vary across different discipline, for example, nursing, medical or Allied Health professionals. As the team tests and implements changes to improve the culture, you can repeat this questionnaire periodically to assess the impact of the changes.

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

Accessible Version

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.

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

Digital Template

Digital templates have been provided for both staff and patient safety climate resources. These can be used on any device, including tablet and mobile phone. 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 staff safety climate resource [here](#)

Group Resource

This resource allow 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 four themes:

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

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

NES Discussion Cards

You can use these cards in any way that helps you and your colleagues to think and talk about safety culture. If you are using the cards in a group, one person may need to act as discussion facilitator. You can use as many or as few cards as you feel are helpful to facilitate the conversation.

Access the NES Discussion Cards [here](#)

General Data Protection Regulation (GDPR)

The Safety Climate Resource will allow you to gather views and experiences on different aspects of safety on the ward to help your NHS board make improvements. All of the resources are intended to be anonymous and non-identifiable. Information on how your NHS board GDPR process can be obtained for your information governance GDPR lead.

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You can read and download this document from our website.

We are happy to consider requests for other languages or formats.

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