

Shared direction and culture

Quality statement

We have a shared vision, strategy and culture. This is based on transparency, equity, equality and human rights, diversity and inclusion, engagement, and understanding challenges and the needs of people and our communities in order to meet these.

What this quality statement means

- Leaders ensure there is a shared vision and strategy and that staff in all areas know, understand and support the vision, values and strategic goals and how their role helps in achieving them.
- Staff and leaders ensure that the vision, values and strategy have been developed through a structured planning process in collaboration with people who use the service, staff and external partners.
- Staff and leaders demonstrate a positive, compassionate, listening culture that promotes trust and understanding between them and people using the service and is focused on learning and improvement.
- Staff at all levels have a well-developed understanding of equality, diversity and human rights, and they prioritise safe, high-quality, compassionate care.

- Equality and diversity are actively promoted, and the causes of any workforce inequality are identified and action is taken to address these.
- Staff and leaders ensure any risks to delivering the strategy, including relevant local factors, are understood and have an action plan to address them. They monitor and review progress against delivery of the strategy and relevant local plans.

Subtopics this quality statement covers

- Strategy and vision
- Organisational culture
- Values
- Addressing social impact

Related regulations

Regulated Activities Regulations 2014

- [Regulation 10: Dignity and respect](#)
- [Regulation 12: Safe care and treatment](#)
- [Regulation 17: Good governance](#)

Also consider

- [Regulation 9: Person-centred care](#)

Registration regulations 2009

- [Regulation 12: Statement of purpose](#)

Additional legislation

[Human Rights Act 1998](#)

[Equality Act 2010](#)

Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

Values

[The Human Rights Act \(Equality and Human Rights Commission\)](#)

Organisational culture

[Equality Act 2010: guidance \(Government Equalities Office and Equality and Human Rights Commission\)](#)

[Equality Act \(Equality and Human Rights Commission\)](#)

[Statutory Code of Practice \(Equality and Human Rights Commission\)](#)

[Guidance for businesses \(Equality and Human Rights Commission\)](#)

[The characteristics of safety cultures \(CQC\)](#)