

# Frontline staff

## What we look for

### Safe

#### Learning culture

- Are incidents of harm understood and defined by staff?
- Are equality characteristics recorded for all incidents?
- What stops staff reporting incidents?
- Do staff feel there is a culture of improvement and change that is supportive of them?
- Are women offered a conversation and an apology?
- Does the service always follow an incident investigation procedure and policy?
- Do you consistently get feedback from incidents?
- Can you describe any changes or actions as a result of findings from an incident in the service?
- How is clinical data including socio-demographic characteristics such as ethnicity routinely recorded, analysed and used to improve the quality of services?

### Well-led

#### Governance management and sustainability

- How often are serious incidents review meetings?
  - Are the correct staff involved?
  - How are these review meetings recorded and was there appropriate monitoring of action?

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