



Culture of Care

Culture of Care - Organisation support offer

Since the launch of the National Collaborating Centre for Mental Health and delivery partners' [Culture of Care Programme](#) offer in May 2024, the [Delivery Team](#) have been supporting wards and executives to work in alignment with the [Culture of Care Standards](#) through a quality improvement (QI) approach, coaching and reflective conversations.

The final element of support that we are providing on the Programme is to support organisations and enable system-wide change. This element of support was originally envisaged as a QI project for each organisation to address organisational barriers. However, through learning more about the needs of organisations over the past year and how we can most effectively support, we have revised our approach with the aim of getting to the heart of the change set out in the ambition of the Programme.

We will instead facilitate the opportunity for a diverse cross section of people across an organisation, including people with lived experience, families and carers to connect, learn and reflect to bring about systemic and sustainable change that supports anti-racism, autism informed and trauma informed approaches and a culture of care.

Who will this work involve?

We would like to bring together the following in each organisation:

- **Wards receiving QI support on the programme**
- **Facilities and estates** (e.g. hotel services)
- **HR** (e.g. Equality, diversity and inclusion, Recruitment)
- **Quality improvement, Organisational development**
- **Information** (e.g. Planning and performance, Clinical records)
- **Nursing and governance** (e.g. Patient safety, Safeguarding, Infection prevention control)
- **Involvement and engagement/coproduction/lived experience**
- **Communications** (e.g. Complaints/PALS, Freedom to speak up guardian)
- **Finance/contracting**
- **Clinical leadership** (e.g. Medical, therapies, nursing)
- **Operational management** (including community services)
- **Executive leadership**

The offer

We would like to invite each organisation to choose one of the following options, which launches in April 2025:

- A full programme of support (virtual learning sessions and 5 in-person reflective spaces in your organisation)
- A light-touch programme (virtual learning sessions and 1 in-person space)



Full programme of support

Virtual learning sessions

These sessions will be delivered by Neurodiverse Connection, Black Thrive Global, the Trauma Informed Collaborative and lived experience colleagues on the Culture of Care Delivery Team:

1. Anti-racism at organisational level
2. Trauma-informed organisations
3. Autism-informed organisations
4. Embedding lived-experience leadership and co-production in an organisation

In-person reflective spaces

Members of our Delivery Team will then visit you five times to reflect together on:

1. Becoming an anti-racist organisation
2. Becoming a trauma-informed organisation
3. Becoming an autism-informed organisation
4. Embedding lived experience leadership and co-production
5. How to sustain and spread learning and successes

We can also support you to focus on one of the equity principles and apply your learning to the remaining principles. Each of the above sessions will also include ward teams reflecting on the work they've done and the challenges they face.

Light-touch programme of support

Virtual learning sessions

These will be delivered by Neurodiverse Connection, Black Thrive Global, the Trauma Informed Collaborative and lived experience colleagues on the Culture of Care Delivery Team:

1. Anti-racism at organisational level
2. Trauma-informed organisations
3. Autism-informed organisations
4. Embedding lived-experience leadership and co-production in an organisation

In-person reflective space

We will provide one follow-up session with your wards involved in the programme and executives receiving coaching.

Next steps

To express your organisation's preference for the full or light-touch programme, please complete the following [form](#) by Friday 18 April 2025. If you have any queries, please contact the Culture of Care team on cultureofcare@rcpsych.ac.uk and a member of the team will be happy to discuss more.