

Cultural Values in Care

survey for
Example CVC
June 2025

This report gives insight into how the users of your service, your staff and managers perceive how your organisation supports the culture, traditions and preferences of everyone, and how they foster a community of acceptance, tolerance and understanding of others.

Contents

- Section 1 - Report Summary (Page 2-4)
- Section 2 - Kind findings and comments from participants (Page 5-6)
- Section 3 - Honest findings and comments from participants (Page 7-8)
- Section 4 - Respect findings and comments from participants (Page 9-10)
- Section 5 - Courageous findings and comments from participants (Page 11-12)
- Section 6 - Whole Person findings and comments from participants (Page 13-14)
- Section 7 - Flexible findings and comments from participants (Page 15-16)
- Section 8 - Proud findings and comments from participants (Page 17-18)
- Section 9 - Comments - Does this service provide culturally appropriate care that is above and beyond the care that is above and beyond the care that is required (Page 19)
- Section 10 - Development Suggestions
- Section 11 - Useful Links
- Section 12 - Appendix - Survey Questions for reference

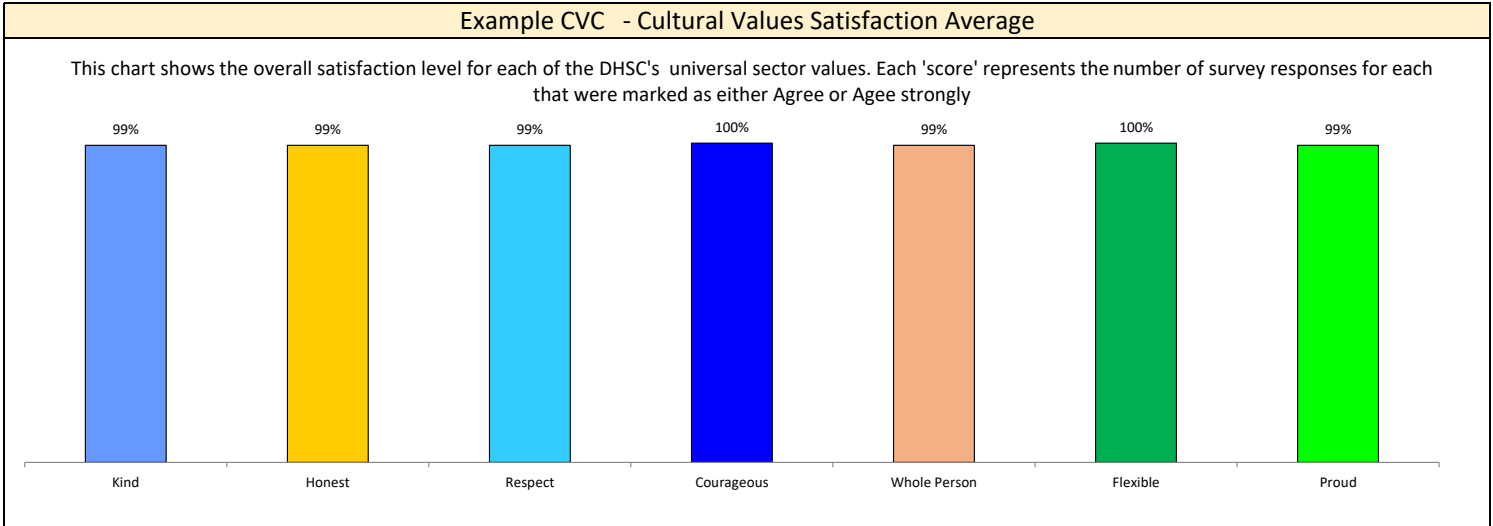
What is Culturally Appropriate care?

Culturally appropriate or competent care, is the care that is given in a way that is sensitive to the person's heritage, traditions and beliefs, and it means being alert to their preferences, rituals and conventions that may be determined by their cultural identity.

This cultural identity or heritage can be made up from a range of things. For example, it may be based on ethnicity , nationality or religion. Or it might be to do with their sexuality or gender identity. Lesbian, gay, bisexual and transgender people have a particular culture as do Deaf people who use British Sign Language.

We hope this feedback from your staff and the people who use your service gives you some insight into where you are in providing excellent culturally appropriate care and the areas where you may want to investigate opportunities to improve.

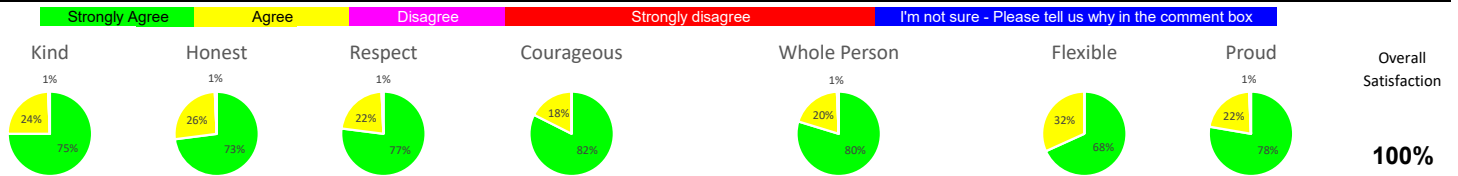
SURVEY RETURNS DETAIL				
	PEOPLE WHO USE THE SERVICE AND CARE STAFF NUMBERS AT TIME OF SURVEY	NUMBER OF SURVEYS RETURNED	PERCENTAGE OF SURVEYS RETURNED	How did users of the service complete this form?
People Using Service	4	4	100%	By themselves0
Staff Members	27	25	93%	With support from a family member/friend1
Manager	8	8	100%	With support from a staff member3
TOTAL	39	37	95%	With support from an advocate0



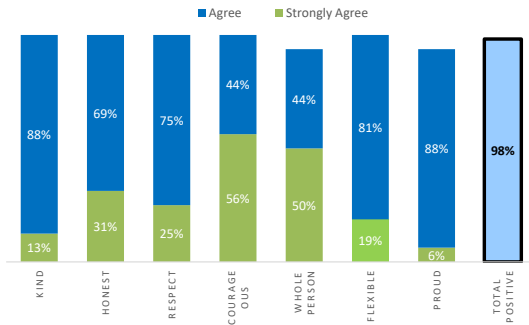
Report Summary

The 95% response to the survey is excellent and will provide a very reliable overview of your provision. It is worth noting that all of those who use the service were supported by others to complete the survey. The satisfaction levels in all the Value areas are fairly consistent. There is still room for improvement throughout the service as shown from those who were satisfied, some of them had answered agree rather than strongly agree. This is a very good report, and this is echoed in the comments received, and we recommend that these would be well used in your marketing.

All Responses - Overall Satisfaction



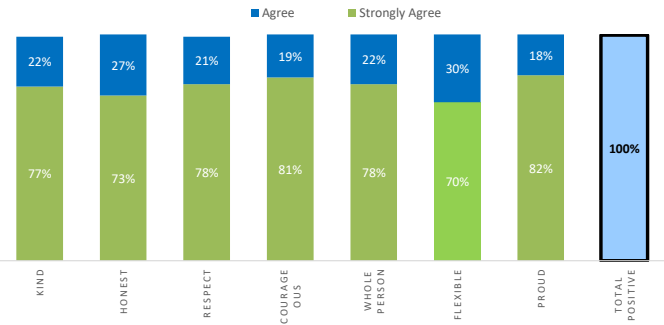
People Using Service



	Strongly Agree	Agree	Disagree	Strongly disagree	I'm not sure	TOTAL
Kind	13%	88%	0%	0%	0%	100%
Honest	31%	69%	0%	0%	0%	100%
Respect	25%	75%	0%	0%	0%	100%
Courageous	56%	44%	0%	0%	0%	100%
Whole Person	50%	44%	0%	6%	0%	100%
Flexible	19%	81%	0%	0%	0%	100%
Proud	6%	88%	0%	6%	0%	100%
TOTAL POSITIVE	98%					

This graph illustrates the overall level of satisfaction recorded by People Using Service and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

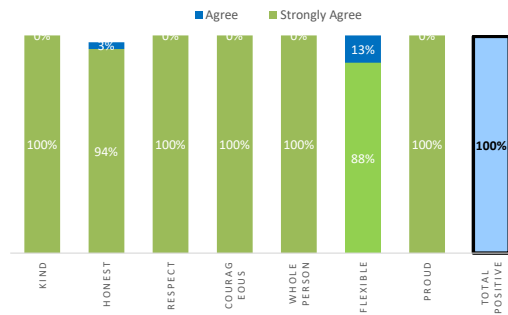
Staff Members



	Strongly Agree	Agree	Disagree	Strongly disagree	I'm not sure	TOTAL
Kind	77%	22%	0%	1%	0%	100%
Honest	73%	27%	0%	0%	0%	100%
Respect	78%	21%	0%	1%	0%	100%
Courageous	81%	19%	0%	0%	0%	100%
Whole Person	78%	22%	0%	0%	0%	100%
Flexible	70%	30%	0%	0%	0%	100%
Proud	82%	18%	0%	0%	0%	100%
TOTAL POSITIVE	100%					

This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

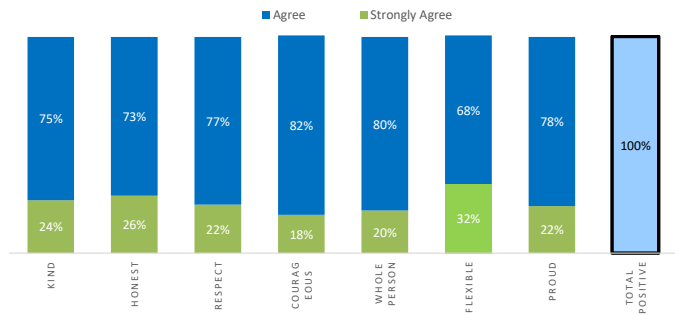
Managers



	Strongly Agree	Agree	Disagree	Strongly disagree	I'm not sure	TOTAL
Kind	100%	0%	0%	0%	0%	100%
Honest	94%	3%	0%	3%	0%	100%
Respect	100%	0%	0%	0%	0%	100%
Courageous	100%	0%	0%	0%	0%	100%
Whole Person	100%	0%	0%	0%	0%	100%
Flexible	88%	13%	0%	0%	0%	100%
Proud	100%	0%	0%	0%	0%	100%
TOTAL POSITIVE	100%					

This graph illustrates the overall level of satisfaction recorded by Team Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

All



	Strongly Agree	Agree	Disagree	Strongly disagree	I'm not sure	TOTAL
Kind	75%	24%	0%	1%	0%	100%
Honest	73%	26%	0%	1%	0%	100%
Respect	77%	22%	0%	1%	0%	100%
Courageous	82%	18%	0%	0%	0%	100%
Whole Person	80%	20%	0%	1%	0%	100%
Flexible	68%	32%	0%	0%	0%	100%
Proud	78%	22%	0%	1%	0%	100%
TOTAL POSITIVE	100%					

This graph illustrates the overall level of satisfaction recorded by Professionals and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Example CVC - June 2025 - Heat Map

This table will help you quickly identify where your staff and people who use your service most agree that you deliver excellent culturally appropriate care and the areas where you may want to investigate opportunities to improve.

Please refer to the questions on the last three pages.

		Person using the service		Staff Member		Manager		All		
		Strongly Agree	Agree	Strongly Agree	Agree	Strongly Agree	Agree	Strongly Agree	Agree	
KIND	K1	0%	100%	76%	24%	100%	0%	63%	37%	100%
	K2	0%	100%	68%	28%	100%	0%			
	K3	25%	75%	84%	16%	100%	0%			
	K4	25%	75%	80%	20%	100%	0%			
	All Kind	13%	88%	77%	22%	100%	0%			
HONEST	H1	0%	100%	72%	28%	88%	0%	66%	33%	99%
	H2	50%	50%	88%	12%	100%	0%			
	H3	25%	75%	72%	28%	100%	0%			
	H4	50%	50%	60%	40%	88%	13%			
	All Honest	31%	69%	73%	27%	94%	3%			
RESPECT	R1	25%	75%	76%	24%	100%	0%	68%	32%	100%
	R2	25%	75%	80%	20%	100%	0%			
	R3	25%	75%	76%	24%	100%	0%			
	R4	25%	75%	80%	16%	100%	0%			
	All Respect	25%	75%	78%	21%	100%	0%			
COURAGEOUS	C1	75%	25%	84%	16%	100%	0%	79%	21%	100%
	C2	25%	75%	80%	20%	100%	0%			
	C3	50%	50%	80%	20%	100%	0%			
	C4	75%	25%	80%	20%	100%	0%			
	All Courageous	56%	44%	81%	19%	100%	0%			
WHOLE PERSON	W1	75%	25%	68%	32%	100%	0%	76%	22%	98%
	W2	50%	25%	76%	24%	100%	0%			
	W3	25%	75%	84%	16%	100%	0%			
	W4	50%	50%	84%	16%	100%	0%			
	All Whole Person	50%	44%	78%	22%	100%	0%			
FLEXIBLE	F1	25%	75%	72%	28%	100%	0%	59%	41%	100%
	F2	25%	75%	68%	32%	88%	13%			
	F3	25%	75%	72%	28%	100%	0%			
	F4	0%	100%	68%	32%	63%	38%			
	All Flexible	19%	81%	70%	30%	88%	13%			
PROUD	P1	0%	100%	76%	24%	100%	0%	63%	35%	98%
	P2	25%	75%	84%	16%	100%	0%			
	P3	0%	75%	84%	16%	100%	0%			
	P4	0%	100%	84%	16%	100%	0%			
	All Proud	6%	88%	82%	18%	100%	0%			

Kind, compassionate and empathetic

Kind satisfaction score for this survey

99%

K1 - I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my well-being and health.

- 100% Of users of the service agreed they are supported to make decisions by people who see things from their point of view, with concern for what matters to them, their well-being and health.
- 100% Of staff members agreed that they are trained and encouraged to deliver person-centred care, respecting their cultural diversity and needs.
- 100% Of managers agreed they actively train and encourage their employees to deliver person-centred care, respecting their cultural diversity and needs.

K2 - I am supported by staff to keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.

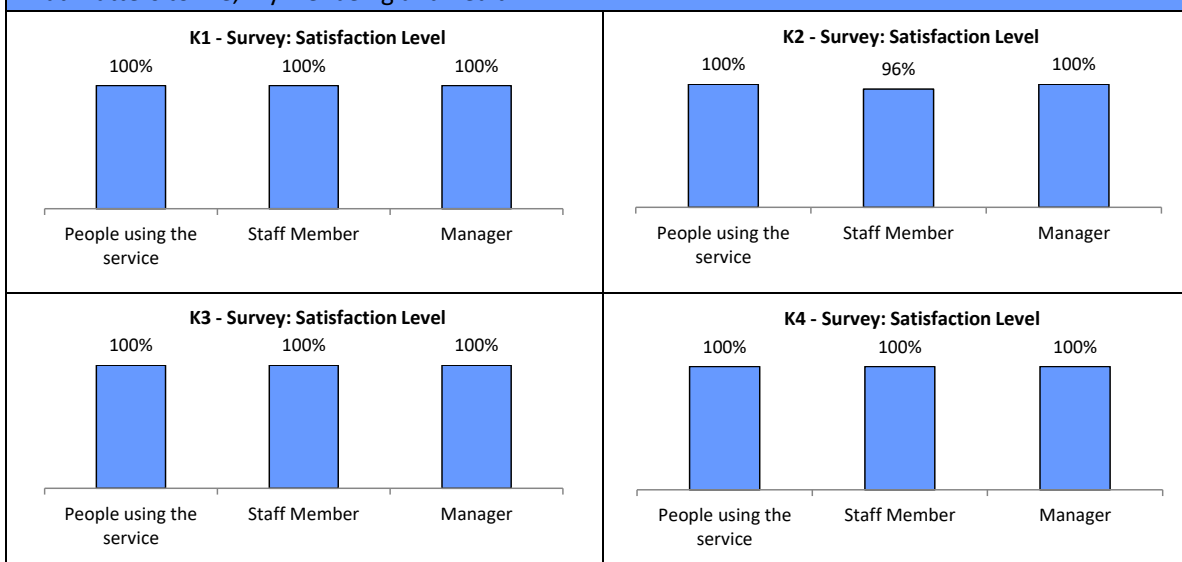
- 100% Of users of the service agreed they are supported by staff to keep in touch and meet up with people who are important to them, including family, friends and people who share their interests, identity and culture.
- 96% Of staff members agreed that they apply the Connected Lives model when delivering care, respecting cultural diversity.
- 100% Of managers agreed they apply the Connected Lives model when delivering care, respecting cultural diversity.

K3 - I have considerate care delivered by compassionate and kind staff, when and where my needs arise.

- 100% Of users of the service agreed they have considerate care delivered by compassionate and kind staff, when and where their needs arise.
- 100% Of staff members agreed that they have supervisions, training to support us to be considerate, compassionate and kind recognising that our clients come from a wide culturally diverse background.
- 100% Of managers agreed they use supervisions and training to ensure that staff are considerate, compassionate and kind recognising that our clients come from a wide culturally diverse background.

K4 - I am happy that staff facilitate my preferred way of living.

- 100% Of users of the service agreed they are happy that staff facilitate their preferred way of living.
- 100% Of staff members agreed that they ensure that they use the care plan format to properly record cultural needs, values and traditions of individuals.
- 100% Of managers agreed they ensure that our care plan format encourages employees to properly record cultural needs, values and traditions of individuals.

Be kind, compassionate and empathetic so you can see things from my point of view, with concern for what matters to me, my wellbeing and health.

Comments collected from the survey relating to Kind:	
Question Reference	From People Using Service:
K1	N/A
K2	I have support to stay in touch with my family
K3	N/A
Question Reference	From Staff Members:
K1	This service prioritise person centered care to ensure that the individual with support feels a strong a sense of belonging
K1	The Training i got on line and the shadowing process was done in a detailing with service user.
K1	I totally agree
K2	This service always ensure that the individual have connected care that align to their preference in their best interest
K2	Yes we treat our clients by delivering care and respecting there culture and diversity
K3	Manager will always make sure my supervision is up to date she will add topics to make me think about my role and how I'm supporting the person at the time.
Question Reference	From Managers:
K1	Through our in-depth care and support planning we will always respect diversity and cultural needs.
K1	This is done via formally training and via supervisions, team meetings and via observations
K2	We have whole heartedly embraced the connected lives model and use this model in our everyday practice.
K2	Individuals are supported to access their local and wider community and to connect with families and friends - monthly reports are sent to families to keep them up to date and involved
K3	All cultural needs, traditions, and values are reflected in our care plans, daily logs and key worker reports.
K3	care and support plans are holistic and cover all aspects of rhetorical individual wishes and needs including their cultural needs and traditions
K4	All cultural needs, traditions, and values are reflected in our care plans, daily logs and key worker reports.

Honest, trustworthy and reliable

Honest satisfaction score for this survey

99%

H1 - I chose the provider I use because of the values and culture they presented.

- 100% Of users of the service agreed they chose the provider they use because of the values and culture they presented.
- 100% Of staff members agreed that they make sure that newcomers to the service are made aware of the values of our organisation.
- 88% Of managers agreed they make sure that newcomers to the service are made aware of the values of our organisation.

H2 - I am happy that all staff know and understand my cultural needs and traditions.

- 100% Of users of the service agreed they are happy that all staff know and understand their cultural needs and traditions.
- 100% Of staff members agreed that they are trained to identify where in the care and support plan the persons cultural needs, values and traditions are recorded.
- 100% Of managers agreed they train all staff to identify where in the care and support plan the persons cultural needs, values and traditions are recorded.

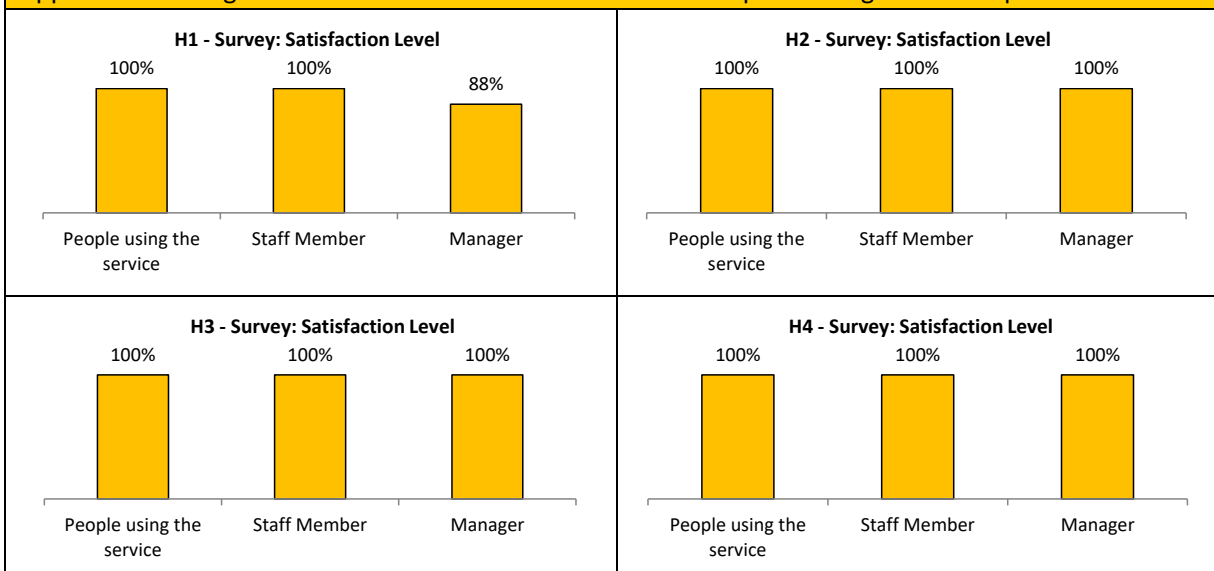
H3 - I feel the staff are approachable to discuss preferences at a time that suits me.

- 100% Of users of the service agreed that staff are approachable to discuss preferences at a time that suits them.
- 100% Of staff members agreed that they are supported to overcome discrimination from people who use the service against staff members.
- 100% Of managers agreed they support all staff to overcome discrimination from people who use the service against staff members.

H4 - I know what my rights are, and can get information, advice and support regarding being involved in opportunities in my community.

- 100% Of users of the service agreed they knew what their rights are, and can get information, advice and support regarding being involved in opportunities in their community.
- 100% Of staff members agreed that they offer information, advice and support to people who use the service about how to access opportunities within the community.
- 100% Of managers agreed they offer information, advice and support to people who use the service about how to access opportunities within the community.

Be honest, trustworthy and reliable so you turn up when you say you will, and provide the care and support we have agreed. Be discreet and confidential to build up a trusting relationship between us.



Comments collected from the survey relating to Honest:	
Question Reference	From People Using Service:
H1	Im happy in my home
H2	Staff always understand my needs
H3	Staff always happy to support me
Question Reference	From Staff Members:
H1	New staff are always welcome here
H2	Care plans are always kept up to date we will be informed to read up to date care plans by the manger and Line manager
H3	Just not experienced
Question Reference	From Managers:
H1	Our values are introduced at the induction stage and filtered through with on going supervisons.
H1	this is covered in the induction and in supervision and team meetings
H2	All staff are trained and supported to understand cultural needs and values and this is reflected in our every day practice and delivery
H3	We work hard with the individuals we support to understand the importance of cultural respect towards there staff.
H4	Our focus has always been to sign post he people we support to meaningful and engaging opportunities with the local communities we live.

Respect

Respect satisfaction score for this survey

99%

R1 - I feel my culture is valued and respected in the service.

- 100% Of users of the service agreed their culture is valued and respected in the service.
- 100% Of staff members agreed that as an organisation, they value and respect everyone's cultural diversity, values and traditions.
- 100% Of managers agreed that as an organisation, we value and respect everyone's cultural diversity, values and traditions.

R2 - I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.

- 100% Of users of the service agreed they have care and support that enables them to live as they want to, seeing them as a unique person with skills, strengths and personal goals.
- 100% Of staff members agreed that they are empowered to speak openly about their own diversity and that of the people who use the service.
- 100% Of managers agreed they empower all staff to speak openly about their own diversity and that of the people who use the service.

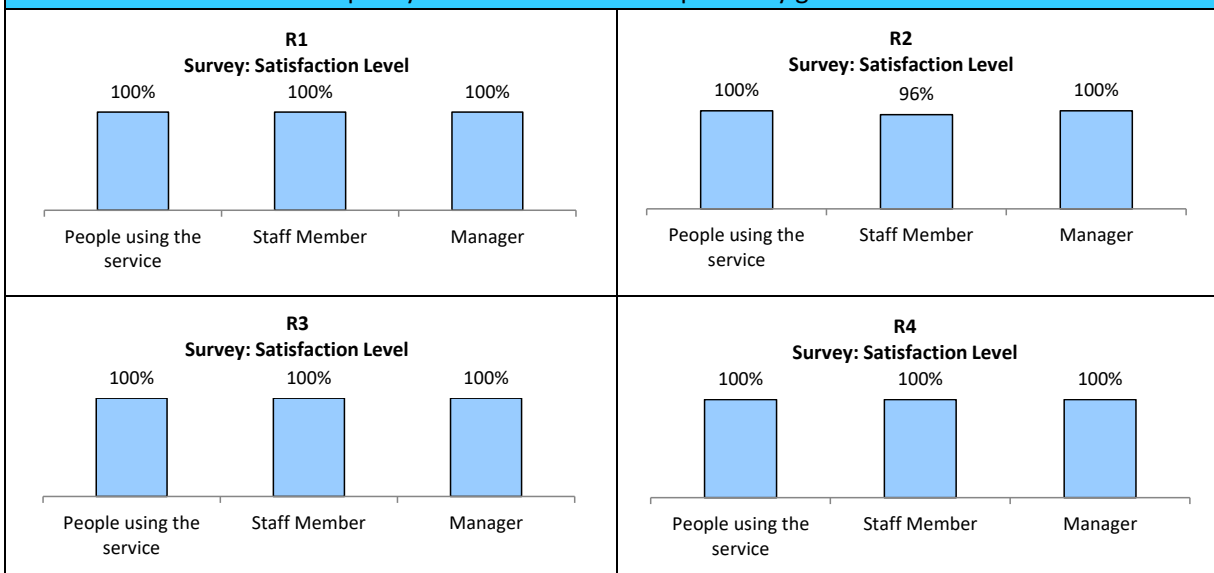
R3 - I feel welcome and safe in my service and can, if I want, to join in community life and activities that are important to me.

- 100% Of users of the service agreed they felt welcome and safe in their service and can, if they want, join in community life and activities that are important to them.
- 100% Of staff members agreed that they ensure that individuals who use the service are able to access the local community and chosen activities.
- 100% Of managers agreed they ensure that individuals who use the service are able to access the local community and chosen activities.

R4 - I have opportunities to learn about and do things that match my interests, skills, abilities, identity and culture.

- 100% Of users of the service agreed they have opportunities to learn about and do things that match their interests, skills, abilities, identity and culture.
- 96% Of staff members agreed that they ensure that there is a range of varied activities offered to all who use the service, that match their interests, skills, abilities, identity and diversity.
- 100% Of managers agreed they ensure that there is a range of varied activities offered to all who use the service, that match their interests, skills, abilities, identity and diversity.

Treat me, the people around me and where I live with respect. Respect my values and my choices about the life I want to lead and respect your role to value and uphold my goals.



Comments collected from the survey relating to Respect:	
Question Reference	From People Using Service:
R1	Happy with how I'm valued
R2	I feel staff always support me
R3	Some staff don't always say good bye when they leave and I would like this to happen.
Question Reference	From Staff Members:
R1	I work with many people who have different back grounds where we can learn from each other and support each others needs
R3	We are always supporting our people we support to be independent in the community
Question Reference	From Managers:
R1	Respect for individuals at all times is paramount in our delivery of services.
R4	This is an important part of our care planning process.

Courageous and principled

Courageous satisfaction score for this survey

100%

C1 - I do not see any cultural or traditional clashes between those who use the service and the staff.

100% Of users of the service agreed their culture is valued and respected in the service.

100% Of staff members agreed that as an organisation, they value and respect everyone's cultural diversity, values and traditions.

100% Of managers agreed that as an organisation, we value and respect everyone's cultural diversity, values and traditions.

C2 - I feel able to raise issues of discrimination or lack of inclusivity.

100% Of users of the service agreed they have care and support that enables them to live as they want to, seeing them as a unique person with skills, strengths and personal goals.

96% Of staff members agreed that they are empowered to speak openly about their own diversity and that of the people who use the service.

100% Of managers agreed they empower all staff to speak openly about their own diversity and that of the people who use the service.

C3 - I can live the life I want, and do the things that are important to me, as independently as possible.

100% Of users of the service agreed they felt welcome and safe in their service and can, if they want, join in community life and activities that are important to them.

100% Of staff members agreed that they ensure that individuals who use the service are able to access the local community and chosen activities.

100% Of managers agreed they ensure that individuals who use the service are able to access the local community and chosen activities.

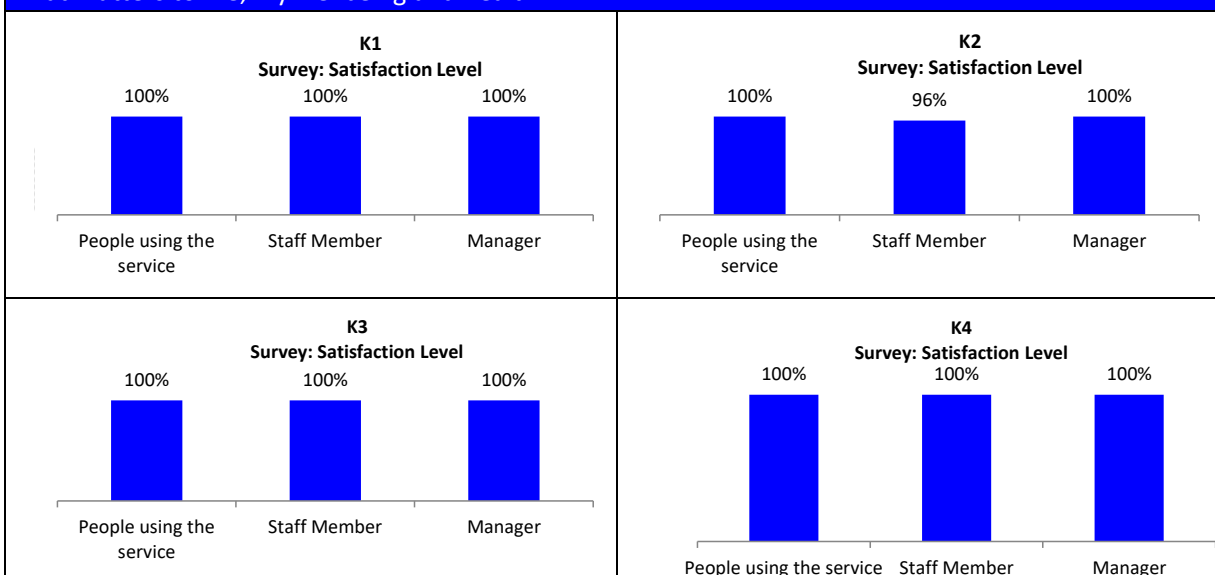
C4 - I feel safe and I am supported to understand and manage any risks involved in activities I wish to do.

100% Of users of the service agreed they have opportunities to learn about and do things that match their interests, skills, abilities, identity and culture.

100% Of staff members agreed that they ensure that there is a range of varied activities offered to all who use the service, that match their interests, skills, abilities, identity and diversity.

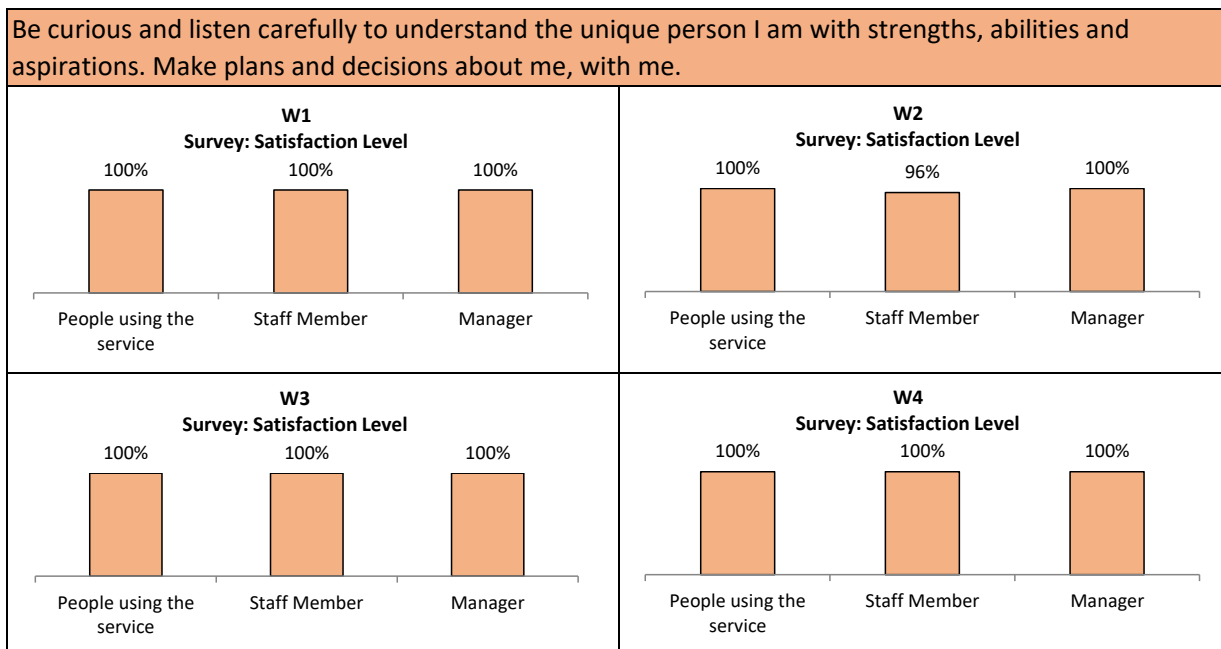
100% Of managers agreed they ensure that there is a range of varied activities offered to all who use the service, that match their interests, skills, abilities, identity and diversity.

Be kind, compassionate and empathetic so you can see things from my point of view, with concern for what matters to me, my wellbeing and health.



Comments collected from the survey relating to Courageous:	
Question Reference	From People Using Service:
C1	I don't live with anyone else
C2	I can tell staff if I have any worries
C3	I can live how I want to
Question Reference	From Staff Members:
There were no comments from staff members	
Question Reference	From Managers:
There were no comments from managers	

See the whole person		Whole person satisfaction score for this survey	99%
W1 - When my care and support is reviewed, I feel empowered to contribute my needs, wishes and desires.			
100%	Of users of the service agreed when their care and support is reviewed, they feel empowered to contribute their needs, wishes and desires.		
100%	Of staff members agreed that they involve the individuals who use the service in reviewing and updating their care/support plan including their diverse needs and any changes that may have taken place to these needs.		
100%	Of managers agreed they involve the individuals who use the service in reviewing and updating their care/support plan including their diverse needs.		
W2 - I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want, while respecting others.			
75%	Of users of the service agreed they are supported by people who listen carefully so they know what matters to them and how to support them to live the life they want.		
100%	Of staff members agreed that they recognise and respectfully seek to learn about the many diverse cultures represented in our care setting and encourage our colleagues and other clients to do the same.		
100%	Of managers agreed they recognise and respectfully seek to learn about the many diverse cultures represented in our care setting and encourage our colleagues and other clients to do the same.		
W3 - I have a co-produced personal plan that sets out how I can be as active and involved in my community as possible.			
100%	Of users of the service agree they have co-produced a personal plan that sets out how they can be as active and involved in their community as possible.		
100%	Of staff members agreed that they work with the person who uses the service and their family, if appropriate, to create a person centred care plan that links them with their community.		
100%	Of managers agreed they work with the person who uses the service and their family, if appropriate, to create a person centred care plan that links them with their community.		
W4 - I am supported by people who see me as a unique person with strengths, abilities and aspirations.			
100%	Of users of the service agreed they are supported by people who see them as a unique person with strengths, abilities and aspirations.		
100%	Of staff members agreed that they always work in a person centred way, recognising each persons strengths, abilities and aspirations.		
100%	Of managers agreed they always work in a person centred way, recognising each persons strengths, abilities and aspirations.		



Comments collected from the survey relating to Whole Person:	
Question Reference	From People Using Service:
W1	I feel that I can tell Staff if I want to change the way I am cared for
W2	I have staff that will support me to live how I want to and staff listen to me
W3	N/A
Question Reference	From Staff Members:
There were no comments from staff members	
Question Reference	From Managers:
W1	All Care plans are reviewed monthly.

Flexible, open and learning

Kind satisfaction score for this survey

100%

F1 - I feel the staff treat everybody in an inclusive and open way.

100% Of users of the service agreed the staff treat everybody in an inclusive and open way.

100% Of staff members agreed that they work in an inclusive and open manner. Our organisational culture is to respect the diversity of each employee.

100% Of managers agreed they work in an inclusive and open manner. Our organisational culture is to respect the diversity of each employee.

F2 - I feel the organisation reaches out to a range of community groups to support my needs and of all those who use the service.

100% Of users of the service agreed the organisation reaches out to a range of community groups to support their needs and of all those who use the service

100% Of staff members agreed that as an organisation, they reach out to a range of community groups to support the cultural needs of all those who use the service.

100% Of managers agreed that as an organisation, we reach out to a range of community groups to support the cultural needs of all those who use the service.

F3 - I feel able to feedback on events, and activities offered and festivities celebrated.

100% Of users of the service agreed they are able to feedback on events, and activities offered and festivities celebrated.

100% Of staff members agreed that they seek and act on feedback from all activities including cultural events and celebrations organised within our care settings.

100% Of managers agreed they seek and act on feedback from all activities including cultural events and celebrations organised within our care settings.

F4 - I feel staff listen to me, as and when my needs change.

100% Of users of the service agreed staff listen to them, as and when their needs change.

100% Of staff members agreed that they continually assess peoples changing cultural needs and record these appropriately.

100% Of managers agreed they continually assess peoples changing cultural needs and record these appropriately.

Be reflective, open and non-judgemental so we can learn and adapt how we work together in the longer term.



Comments collected from the survey relating to Flexible:	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Staff Members:
There were no comments from staff members	
Question Reference	From Managers:
There were no comments from managers	

Proud and positive

Kind satisfaction score for this survey

99%

P1 - I feel there are enough suitable activities provided to meet my cultural needs.

100% Of users of the service agreed there are enough suitable activities provided to meet their cultural needs.

100% Of staff members agreed that they ensure that there are suitable activities provided to meet the different cultural needs of the people who use the service.

100% Of managers agreed they ensure that there are suitable activities provided to meet the different cultural needs of the people who use the service.

P2 - I feel staff are able to spend quality time supporting me in my activities.

100% Of users of the service agreed staff are able to spend quality time supporting me in their activities.

96% Of staff members agreed that they are given enough time to support people with activities rather than just care.

100% Of managers agreed they ensure that the staff are given enough time to support people with activities rather than just care.

P3 - I feel staff are always positive and friendly, with a can do attitude.

75% Of users of the service agreed staff are always positive and friendly, with a can do attitude.

100% Of staff members agreed that they have a positive and friendly nature with a can do attitude and I feel they are supported to do so.

100% Of managers agreed they ensure that all staff have a positive and friendly nature with a can do attitude.

P4 - I feel the staff take the time to identify and encourage each individual persons cultural needs to be met.

100% Of users of the service agreed the staff take the time to identify and encourage each individual persons cultural needs to be met.

100% Of staff members agreed that they offer a diverse range of activities and opportunities to suit the cultural needs and preferences of all those using the service.

100% Of managers agreed they offer a diverse range of activities and opportunities to suit the cultural needs and preferences of all those using the service.

Take pride in your work and have a friendly, positive and proactive attitude so we can enjoy spending time together.



Comments collected from the survey relating to Proud:	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Staff Members:
There were no comments from staff members	
Question Reference	From Managers:
P2	We strongly advocate that all individuals have meaningful daily activities with the community.

Does this service provide culturally appropriate care that is above and beyond the care that is required? (Please tell us how)	
Question Reference	From People Using Service:
Q30	I don't want to answer this question
Q30	I feel well supported by all the staff, I am Jamaican so it is important to me that staff understand my food choices and how i like my hair braided.
Q30	I am supported in the way I choose to be supported with activities that are important to me.
Q30	I'm happy with the support and where I live

Development suggestions: Example CVC - June 2025

We understand that you know your business more than we possibly can. The following draft action plan has been developed in relation to the results from the survey and contains ideas for addressing feedback as a starting point for you. We are happy to support you to develop this action plan further including elements from other action plans into a full working development plan.

Action	Links	Complete by	Date started	Date complete
K2, Staff may feel they need refresher training in how to effectively support those who use the service in line with Connected lives, use this link to the CPA Connected lives page.	https://www.cpa.info/connectedlives/			
H1, You may wish to involve all staff and others in the shaping of the vision and setting targets for the company. This guide to improvement can help.	https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/good-and-outstanding-care/Improve-your-CQC-rating/Guide-to-improvement.pdf			
R4, Staff may need support to help to plan care and activities, and support with the person and not for the person and ensure the care (support) plan is detailed but also understood by all.	https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Workforce-commissioning-planning/Quality-of-care/Community-asset-and-strength-based-working/Person-centred-and-community-based-working-strength-based			
C2, To ensure equality throughout the organisation, ensure your core values and strategic action plans reflect this. That your Equality and Diversity policy is current and understood by all. Your recruitment policy and procedure follows the national guidelines and you encourage all staff and those who use the service to explore and celebrate different cultures and lifestyles.				
W2, To ensure that all the people who use the service feel that they have a voice, you may want to refer to the following NICE guidance.	https://www.nice.org.uk/guidance/ng108			
F4, Regular review of not just care needs but the persons preferences and interests, ensuring these changes are documented and shared with all staff.				
P2/3 Ensure the opportunity of enough suitable activities with staff that are able to support them.				

Useful Links

<http://www.CPA.info>

Utilise the members only section for useful toolkits and information

<https://www.scie.org.uk>

A wealth of resources for care organisations

<https://www.skillsforcare.org.uk>

A wealth of resources for care organisations

<https://www.communitycare.co.uk>

Useful articles and information

<https://www.scils.co.uk>

A wealth of training resources available to CPA members only

<https://www.progressforproviders.org>

A useful person centred care resource

<https://www.CPA.info/connectedlives/>

New Resource – Triangulating evidence across CQC, PAMMS and Connected Lives.

Questions for users of the service

Survey question	Ref	Question
Q2	K1	I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my well-being and health.
Q3	K2	I am supported by staff to keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.
Q4	K3	I have considerate care delivered by compassionate and kind staff, when and where my needs arise.
Q5	K4	I am happy that staff facilitate my preferred way of living.
Q6	H1	I chose the provider I use because of the values and culture they presented.
Q7	H2	I am happy that all staff know and understand my cultural needs and traditions.
Q8	H3	I feel the staff are approachable to discuss preferences at a time that suits me.
Q9	H4	I know what my rights are, and can get information, advice and support regarding being involved in opportunities in my community.
Q10	R1	I feel my culture is valued and respected in the service.
Q11	R2	I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.
Q12	R3	I feel welcome and safe in my service and can, if i want, to join in community life and activities that are important to me.
Q13	R4	I have opportunities to learn about and do things that match my interests, skills, abilities, identity and culture.
Q14	C1	I do not see any cultural or traditional clashes between those who use the service and the staff.
Q15	C2	I feel able to raise issues of discrimination or lack of inclusivity.
Q16	C3	I can live the life I want, and do the things that are important to me, as independently as possible.
Q17	C4	I feel safe and I am supported to understand and manage any risks involved in activities I wish to do.
Q18	W1	When my care and support is reviewed, I feel empowered to contribute my needs, wishes and desires.
Q19	W2	I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want, while respecting others.
Q20	W3	I have a co-produced personal plan that sets out how I can be as active and involved in my community as possible.
Q21	W4	I am supported by people who see me as a unique person with strengths, abilities and aspirations.
Q22	F1	I feel the staff treat everybody in an inclusive and open way.
Q23	F2	I feel the organisation reaches out to a range of community groups to support my needs and of all those who use the service.
Q24	F3	I feel able to feedback on events, and activities offered and festivities celebrated.
Q25	F4	I feel staff listen to me, as and when my needs change.
Q26	P1	I feel there are enough suitable activities provided to meet my cultural needs.
Q27	P2	I feel staff are able to spend quality time supporting me in my activities.
Q28	P3	I feel staff are always positive and friendly, with a can do attitude.
Q29	P4	I feel the staff take the time to identify and encourage each individual persons cultural needs to be met.
Q30		Does this service provide culturally appropriate care that is above and beyond the care that is required? (Please tell us how)

Q31	I have completed this form
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Questions for staff members

Survey question	Ref	Question
Q32	K1	We are trained and encouraged to deliver person-centred care, respecting their cultural diversity and needs.
Q33	K2	We apply the Connected Lives model when delivering care, respecting cultural diversity.
Q34	K3	We have supervisions, training to support us to be considerate, compassionate and kind recognising that our clients come from a wide culturally diverse background.
Q35	K4	We ensure that we use the care plan format to properly record cultural needs, values and traditions of individuals.
Q36	H1	We make sure that newcomers to the service are made aware of the values of our organisation.
Q37	H2	We are trained to identify where in the care and support plan the persons cultural needs, values and traditions are recorded.
Q38	H3	We are supported to overcome discrimination from people who use the service against staff members.
Q39	H4	We offer information, advice and support to people who use the service about how to access opportunities within the community.
Q40	R1	As an organisation, we value and respect everyone's cultural diversity, values and traditions.
Q41	R2	We are empowered to speak openly about our own diversity and that of the people who use the service.
Q42	R3	We ensure that individuals who use the service are able to access the local community and chosen activities.
Q43	R4	We ensure that there is a range of varied activities offered to all who use the service, that match their interests, skills, abilities, identity and diversity.
Q44	C1	We will not tolerate discrimination from people using the service.
Q45	C2	We are encouraged and supported to raise issues regarding discrimination from people who use the service.
Q46	C3	Where ability permits we support people to do as much as they can for themselves.
Q47	C4	We offer culturally appropriate choices to people that use the service, and help them understand risks.
Q48	W1	We involve the individuals who use the service in reviewing and updating their care/support plan including their diverse needs and any changes that may have taken place to these needs.
Q49	W2	We recognise and respectfully seek to learn about the many diverse cultures represented in our care setting and encourage our colleagues and other clients to do the same.
Q50	W3	We work with the person who uses the service and their family, if appropriate, to create a person centred care plan that links them with their community.
Q51	W4	We always work in a person centred way, recognising each persons strengths, abilities and aspirations.
Q52	F1	We work in an inclusive and open manner. Our organisational culture is to respect the diversity of each employee.
Q53	F2	As an organisation, we reach out to a range of community groups to support the cultural needs of all those who use the service.
Q54	F3	We seek and act on feedback from all activities including cultural events and celebrations organised within our care settings.
Q55	F4	We continually assess peoples changing cultural needs and record these appropriately.
Q56	P1	We ensure that there are suitable activities provided to meet the different cultural needs of the people who use the service.
Q57	P2	We are given enough time to support people with activities rather than just care.
Q58	P3	We have a positive and friendly nature with a can do attitude and I feel I am supported to do so.
Q59	P4	We offer a diverse range of activities and opportunities to suit the cultural needs and preferences of all those using the service.

Questions for Manager

Survey question	Ref	Question
Q60	K1	We actively train and encourage our employees to deliver person-centred care, respecting their cultural diversity and needs.
Q61	K2	We apply the Connected Lives model when delivering care, respecting cultural diversity.
Q62	K3	We use supervisions and training to ensure that staff are considerate, compassionate and kind recognising that our clients come from a wide culturally diverse background.
Q63	K4	We ensure that our care plan format encourages employees to properly record cultural needs, values and traditions of individuals.
Q64	H1	We make sure that newcomers to the service are made aware of the values of our organisation.
Q65	H2	We train all staff to identify where in the care and support plan the persons cultural needs, values and traditions are recorded.
Q66	H3	We support all staff to overcome discrimination from people who use the service against staff members.
Q67	H4	We offer information, advice and support to people who use the service about how to access opportunities within the community.
Q68	R1	As an organisation, we value and respect everyone's cultural diversity, values and traditions.
Q69	R2	We empower all staff to speak openly about their own diversity and that of the people who use the service.
Q70	R3	We ensure that individuals who use the service are able to access the local community and chosen activities.
Q71	R4	We ensure that there is a range of varied activities offered to all who use the service, that match their interests, skills, abilities, identity and diversity.
Q72	C1	We will not tolerate discrimination from people using the service.
Q73	C2	We encourage and support staff to raise all issues regarding discrimination from people who use the service.
Q74	C3	Where ability permits we support people to do as much as they can for themselves.
Q75	C4	We offer culturally appropriate choices to people that use the service, and help them understand risks.
Q76	W1	We involve the individuals who use the service in reviewing and updating their care/support plan including their diverse needs.
Q77	W2	We recognise and respectfully seek to learn about the many diverse cultures represented in our care setting and encourage our colleagues and other clients to do the same.
Q78	W3	We work with the person who uses the service and their family, if appropriate, to create a person centred care plan that links them with their community.
Q79	W4	We always work in a person centred way, recognising each persons strengths, abilities and aspirations.
Q80	F1	We work in an inclusive and open manner. Our organisational culture is to respect the diversity of each employee.
Q81	F2	As an organisation, we reach out to a range of community groups to support the cultural needs of all those who use the service.
Q82	F3	We seek and act on feedback from all activities including cultural events and celebrations organised within our care settings.
Q83	F4	We continually assess peoples changing cultural needs and record these appropriately.
Q84	P1	We ensure that there are suitable activities provided to meet the different cultural needs of the people who use the service.
Q85	P2	We ensure that the staff are given enough time to support people with activities rather than just care.
Q86	P3	We ensure that all staff have a positive and friendly nature with a can do attitude.
Q87	P4	We offer a diverse range of activities and opportunities to suit the cultural needs and preferences of all those using the service.