

Respect and Civility at Mersey Care NHS Foundation Trust

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What is a Just Culture

A Just Culture

A just culture accepts nobody's account as "true" or "right" and others wrong ... Instead it accepts the value of multiple perspectives, and uses them to encourage both accountability and learning.

Sidney Dekker

From Retribution to Restoration

Retribution

- Which rule is broken?
- Who did it?
- How bad is the breach?
- What should the consequences be?

But its counterproductive...

Learning, Team
Review , Humanity
Compassion, Forgiveness
Understanding, Restoration
Healing , Trust

Restoration

- Who is hurt?
- What are their needs?
- Whose obligation is it to meet those?
- How do we involve the community?

Goals of restoration

- Moral engagement
- Emotional healing
- Reintegration of practitioner
- Organisational learning
- Prevention

Respect & Civility Work Stream

Who are we and what do we do...the Groups purpose:

“to explore the reasons and impact of miscommunication and poor behaviour, empowering staff to challenge and change culture.”



INCIVILITY THE FACTS

WHAT HAPPENS WHEN SOMEONE IS RUDE?

WHEN SOMEONE IS
RUDE TO A COLLEAGUE...

↓61% **REDUCTION** in
the recipient's
cognitive ability

COLLEAGUES ARE...

50% 

MORE LIKELY to miss
a calculation error⁽¹⁾ and **REDUCE**
their willingness to help⁽²⁾

Our Just and Learning Culture Respect and Civility work stream is supporting ways in which we can all improve miscommunication and poor behaviour.

We wish to empower staff to challenge and change our culture. Become part of the movement **#IWillSpeakUp**

1 <https://thepsychologist.co.uk/features/24million-27000-customer-saves-its-tail>
2 Porath C, Free A. Overlooked but not untouched: How rudeness reduces outsiders' performance on routine and creative tasks. *Organizational Behavior and Human Decision Processes* 2009;109:24-44

Mersey Care's Respect & Civility Infographic



Tweets Tweets & replies Media Likes



Lois Newitt @LoisNewitt · 19/06/2019
Getting the Respect and Civility message and our incivility banner out this morning at Community Division Headquarters (LIP). It's a powerful message the impact rudeness can have individual [#IWillSpeakUp](#) [#civility](#) [#respect](#)



Lee Taylor and 4 others

7 replies 24 likes



You Retweeted
Joe Rafferty @JR_Mers... · 18/
Astonishing when you see the impact of incivility. Address

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Tweets Tweets & replies Media Likes

[@Mersey_Care](#) [#civility](#) [#respect](#)



Lee Taylor @speaktolee · 21h
Community Division SLT @Mersey_Care supporting the pledge to speak up as part of Respect and civility workstream. Great discussion and ownership of this today [@IWillSpeakUp](#) [@LoisNewitt](#) [@djones1nhs](#) [@MattinsonTrish](#) [@KarinaW_S](#) [@AllanRimmer2](#) [@AshesNicola](#) [@Bunjamin](#) [@SuzanneHunter29](#)



Tweets Tweets & replies Media Likes



Lois Newitt @LoisNewitt · 11/06/2019
Fantastic to see so many behind the [#IWillSpeakUp](#) campaign [@Patrici15311724](#) [@JustLynnMC](#) [@Mersey_Care](#) [#respect](#) [#civility](#)



Pat McGuinness · 11/06/2019
[#iwillSpeakUp](#) [@Mersey_Care](#) great presentation from [@amandajoyoates](#) about Respect and Civility Programme [@JustLynnMC](#) so important to support staff



10 likes



Lois Newitt @LoisNewitt · 11/06/2019

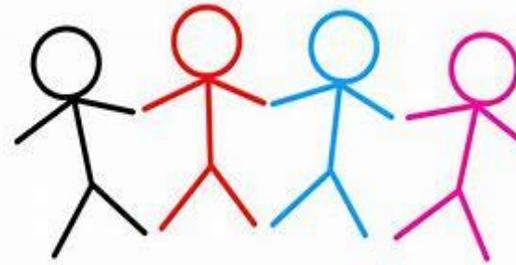
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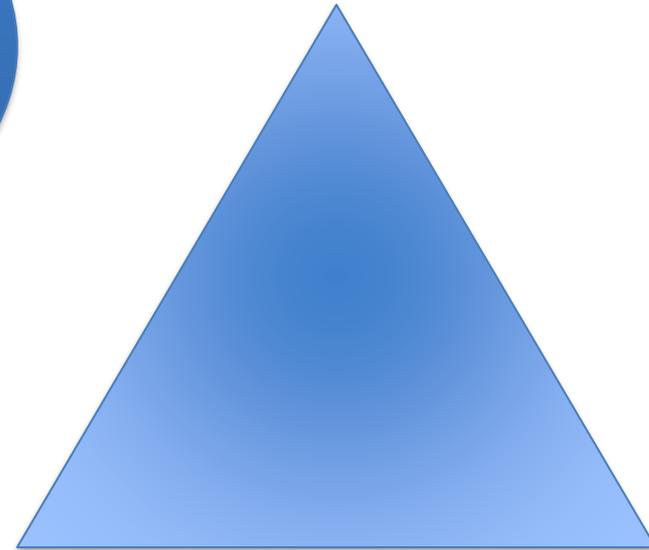
9 likes

Lois Newitt @LoisNewitt · 20h
Great photo of you all. Good to see you

Search Notifications Email

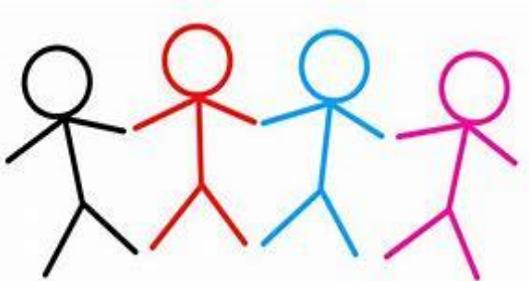


Bystander



**Uncivil
Behaviour**

Recipient



**I WILL
SPEAK UP!**

**#IWillSpeakUp and this year this goes further to
#IWillListenUp, #IWillFollowUp**

RESPECT AND CIVILITY

in our Just and Learning Culture

We want to empower staff to challenge miscommunication, reduce hurt and always choose civility and a positive culture.

This tool describes some of the characteristics of positive and negative actions and can be used in discussions about behavioural change.



#IWillSpeakUp

This years BHAG: Zero acceptance of racism, discrimination and disrespectful behaviours

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#IWillSpeakUp

Our Respect and Civility Booklet



Respect and Civility



The Group has produced the Respect and Civility Booklet and this is available both as a hard copy and electronically via the Respect and Civility section of the intranet.

This is a one-stop-shop for all things Respect and Civility including our commitment, our work, FAQ, how to speak up if you wish to speak up, our Jigsaw and the impact that incivility can have on patient delivery.

The Trust took the decision to replace the Dignity at Work Policy and the Early Resolution Policy with a combined Respect, Civility and Resolution Policy amalgamating both aspects. Since introduction of the Respect and Civility Group three years ago the Trust has seen a **71%** reduction in Dignity at Work Cases.

Respect and Civility Impact

As a Trust and the Respect and Civility Group we are especially proud of the #IWillSpeakUp campaign, which encourages bystanders to feel supported to ‘speak up’ if they see poor behaviour. This campaign has had a direct correlation on our staff survey results by ranking us in the top 2 in the country the last two years and better than national average for the question below.

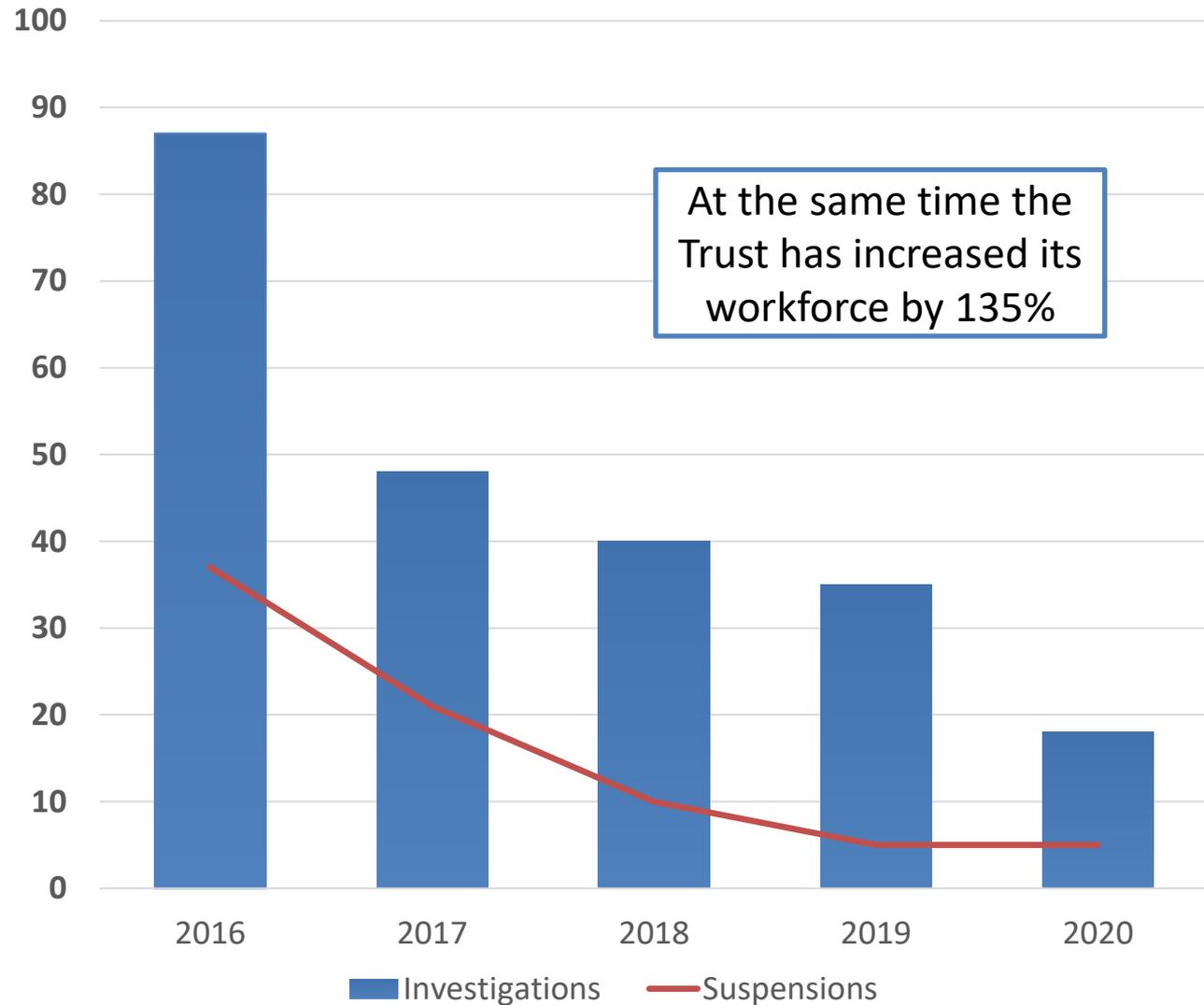


		MCT 2020/21	MCT 2019/20	MCT National Rank*	All MH / LD/Commu nity Trusts 2020/21	Comparison with 2020/21 National Combined MH / LD and Community Trusts
13d- The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?	High Good	66.8%	68.8%	2	60.7%	Better than National Average

*Out of 220 Trusts

Investigations and Suspension

- Investigation have decreased by 79% from 2016
- Suspensions have decreased by 86% from 2016



Respect and Civility – our eLearning Module with the ZSA



We have developed and produced the fourth instalment of our Restorative Just and Learning eLearning modules specifically on all things Respect and Civility. Supporting by the Zero Suicide Alliance the package is available both internally and externally from the Trust (as with previous ones).

The training package highlights the importance of behaviours to equip staff with the necessary confidence and tools to speak up if they witness something they think is not right #IWillSpeakUp.

The training gives examples of best practices, which will hopefully reinforce areas staff are already doing well in.



<https://www.mersecare.nhs.uk/justandlearning4/story.html>

