Changing the culture of Cornwall Foundation Trust

Everybody has a right to be safe no matter who they are or what their circumstances. We all have a duty to ensure the safety and welfare of vulnerable adults and we must ensure that we are doing all that we can to protect the most vulnerable members of our society treating them with care and compassion and dignity and respect.

This case study highlights how Cornwall Foundation Trust is changing the culture of their organisation to be everyone with dignity and respect.

Support from the Chief Executive and Board

Truly changing the culture of a large organisation is a considerable challenge. For Cornwall Foundation Trust (CFT) the challenge was one that the Chief Executive and the Board are committed to.

Our Board and the Chief Executive recognise the importance of treating everyone with dignity and respect across the organisation with our employees and with our customers.

Safeguarding is everybody’s responsibility

The dignity and respect agenda should be embedded into everything we do and should be part of everyday practice. Ensuring that this happens is a fundamental task for all managers, employees. In particular this is a key focus for the recently formed Adult Safeguarding team.

In May 2010, a comprehensive training programme was established to provide face to face safeguarding awareness learning and development to all of our front line employees.

A key element of the training is to deliver a strong prevention message. The message is simple; if an employee protects the patient's dignity, respects them and cares for them with kindness then the levels of abuse reduce significantly.

As an organisation CFT care for some of the most vulnerable people in the county and whether that care is delivered in the community or within a hospital setting, patients should except to be safe.

Continued development

To genuinely ensure that our patients are protected we must continually work to develop and improve the service we deliver. Our Adult Safeguarding team are now working with our employees to review the impact of our learning and development programme on every day practice and reinforce both the adult safeguarding and dignity and respect agenda.
so that it is successfully embedded into our day to day practices and working lives.

**For more information**

If you would like to find out more about how Cornwall Foundation Trust is working to change the culture of their organisation, please contact:

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