**Psychological Safety further Information/Guides/Tips:**

**NHS England:**

1. Psychological safety is defined as “a shared belief held by members of a team that the team is safe for interpersonal risk-taking.” ([Managing the risk of learning: Psychological safety in work teams (2002)](https://www.hbs.edu/ris/Publication%20Files/02-062_0b5726a8-443d-4629-9e75-736679b870fc.pdf). It is about being open, willing to admit mistakes and feeling supported to speak up. Psychological safety is not just being nice to people, nor is it protecting people by wrapping them up in cotton wool; it is about creating an environment of rewarded vulnerability. The premise of psychological safety is not measured by how warm and fuzzy people feel, but by how bold and brave they are at pushing the margins of the system.

2. Unfortunately, in healthcare there can be a culture of blame and fear, from the mistaken belief that patient safety is about individual effort, rather than the interactions of usual human behaviour and systems, both of which can easily fail. Challenges to enabling psychological safety were discussed in the focus groups and some approaches identified.

### Psychological safety good practice ideas from trusts rated ‘good’ or ‘outstanding’ in safe care by CQC:

#### Civility

* Talk about key cultural issues constantly such as psychological safety, civility, diversity of thinking and humility.
* Make personal connections and get to know staff as individuals.
* Create a leadership promise and behaviour framework that staff can sign up to.
* Leaders at all levels build relationships, listen, and respond to feedback and tailor support to suit real, frontline needs.
* Demonstrate constant honesty; it is a foundational value.

#### Appreciation

* Show that you value staff by ensuring that they feel safe and supported, particularly when things go wrong.
* Appreciate staff potential, and grant freedom and permission to innovate.
* Create an open, trusting culture where staff are able to speak up and highlight problems. Champion the importance of openness and honesty.
* Focus on training in human factors and identifying coaches to support safety strategy.
* Enable autonomy, belonging and contribution to changes via ideas such as ward accreditation programmes.
* Top tips for creating a psychologically safe environment (NHS Employers): <https://www.nhsemployers.org/articles/top-tips-supporting-psychological-safety-staff>
* Psychological Safety 1 – How to lead in a crisis: <https://learninghub.leadershipacademy.nhs.uk/projectmfeed/psychological-safety-1/>
* The importance of Psychology Safety: <https://learninghub.leadershipacademy.nhs.uk/projectmfeed/psychological-safety-2/>
* Three ways to create Psychological Safety in Health Care: <https://learninghub.leadershipacademy.nhs.uk/projectmfeed/psychological-safety-3/>