

Being open with staff and people who use the service about decisions and staffing

Statutory guidance chapter 15.14

As well as taking into account the views of those working in and using care services, care service providers must be open with those individuals about decisions on staffing. Care service providers should foster the development of an open culture which allows and encourages those who work in the service to raise issues and be supported in finding new ways to overcome risks without fear of adverse consequences.

Documents you may consider:

- [Safer recruitment through better recruitment](#)
- [Guidance for providers on the assessment of staffing levels in premises-based services](#)
- [Assessment of staffing guidance: non-premises-based services](#)
- [NMC: Safe Staffing](#)