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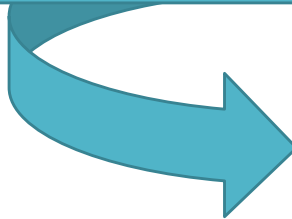
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The Care Culture Spiral

Why the care sector is prone to developing toxic cultures.

Typical Care Manager

- Personality Type
- Purpose & Drive
- Highly Capable



Drama Triangle Trap

- Persecutor
- Victim
- Rescuer



Inconsistent Management

- Inappropriately Assertive
- Behaviour Excused
- Conflict Avoidant



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Inconsistent Standards

- Staff Turnover
- Cliques
- Overburdened Staff



Increase in absence
Increase in agency
Increase in issues
Decrease in standards
New Starter Turnover



Overstretched Leadership



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Top Level Spiralling



Safeguarding risks increase along with the number of reportable incidents.



Resident and relative complaints increase. Occupancy decreases.



Income is reduced, assets and equipment become dilapidated. Staff stop reporting repairs.



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Recruitment is impossible.
Good Staff are burned out.
Poor staff “resign and stay”.

Standards decrease further
Permanent staff are the very
best and the very worst.

Toxic Spiralling

