



Duty of Candour

1] Scope

YOUR ORGANISATION NAME embraces the duty of candour as creating a safe positive open culture that can foster trust and a conducive care environment.

We commit to comply with Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This includes:

- promotes a culture of honesty and openness.
- informing individuals affected about the incident.
- offering reasonable support to individuals including families, professionals and workers which includes engagement and empowering.
- providing truthful transparent information and a timely apology.
- Respect the wishes of individuals regarding the involvement in any procedures including investigations.
- carry out comprehensive investigations and share findings with all concerned parties.
- alerting CQC when a notifiable safety incident occurs.
- learn from incidents and make all necessary adjustments to improve the service.

2] Location of the policy

This policy is available to individuals using our services, families, employees, professionals and other interested third parties. The policy is published on our portal, statement of purpose, staff handbook and service guide

3] Communication of the policy

All individuals using our services will be informed or reminded about the policy as part of care planning and reviews activities.

The organisation will make reasonable adjustments to make sure that our policy is accessible to everyone. An easy-to-understand illustration of our duty

of condor procedure is published in the Service User Guide.

All employees will be informed or reminded about the policy during induction, mandatory training and supervisions. Employees have a duty to communicate to individuals using our services and their families the contents of the policy.

4] Duty of Candour Procedures

- a) YOUR ORGANISATION NAME will ensure that all staff members during supervision are aware of, and are trained and supported, in knowing their responsibilities in regard to “duty of candour”. Staff will be made aware that no one will be victimised or harassed as a result of raising a duty of candour issue.
- b) Where an error has occurred which has caused harm to any individual in the course of our work, we will openly admit the error and will apologise to the individual and any of their carer (if applicable and appropriate) as soon as possible. All verbal apologies will be followed up with a formal written apology.
- c) YOUR ORGANISATION NAME will support to put matters right (if possible) or appropriate remedy will be provided by the registered manager. Where a matter requires an investigation, this will be commenced as soon as possible within 24 hours.
- d) Before any investigation takes place the organisation will assess to identify any conflict of interest. If any conflict is identified with any member of the investigation team they will be replaced by an independent person who has had no involvement in the case.
- e) YOUR ORGANISATION NAME will ensure that all accounts of an error are complete, truthful and will do our best to mitigate or correct any harm that has occurred. The organisation will provide support to persons affected will follow up any verbal apology with a one.
- f) The organisation will keep a record of all conversations and correspondence in connection with all duty of candour incidents. The organisation will advise the individuals of the outcome of our investigations on completion.

5] Notifiable Incidents

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

6] Quality Assurance of the operation of the policy in practice

YOUR ORGANISATION NAME will regularly review all care diaries, supervision reports, incident reports and other records to ensure they are transparent and any instances that require the application of our duty of condour has been applied. Where there are gaps YOUR ORGANISATION NAME will immediately ensure we apply this policy and its procedures.

7] Review of the policy

The Registered Manager will be in charge of reviewing this policy annually to ensure its aim and objectives remain relevant. Review of the policy will take place earlier to take note of any changes in regulations and legislation. The policy will also be informed by Stakeholder feedback and changes in practice.