



Duty of Candour Policy

December 2024

Introduction

The Duty of Candour Policy outlines our commitment to openness, transparency, and honesty in all our interactions, particularly when things go wrong in the care and treatment of individuals. This policy aims to ensure that we fulfill our legal and ethical obligations to communicate effectively with individuals and their families, fostering trust and confidence in our services.

Policy Statement

We are dedicated to maintaining a culture of transparency that supports our commitment to high-quality care. This policy provides a framework for addressing incidents, sharing information, and engaging with individuals and their families when things do not go as expected.

Objectives

1. Transparency: Promote an open and honest culture in which individuals and their families are informed about incidents affecting their care.
2. Accountability: Ensure that staff are aware of their responsibilities under the Duty of Candour and that appropriate actions are taken when incidents occur.
3. Support: Provide support to individuals and their families affected by incidents, including emotional and practical assistance.
4. Continuous Improvement: Use insights gained from incidents to enhance service quality and prevent future occurrences.

Duty of Candour Principles

1. Open Communication:
 - Inform individuals and their families promptly when an incident has occurred that has caused or could cause harm.
 - Provide a truthful explanation of what happened, including the potential consequences and any steps taken to address the situation.
2. Apology:
 - Offer a sincere apology to individuals and their families when things go wrong, acknowledging the impact of the incident on their care and well-being.
3. Investigation:
 - Conduct a thorough investigation of the incident to understand the causes and implications. Involve relevant stakeholders, including staff and, where appropriate, the affected individuals and families.

4. Follow-Up:

- Keep individuals and their families informed throughout the investigation process and provide updates on the findings and any actions taken as a result.

Roles and Responsibilities

1. Leadership:

- Foster a culture of openness and support for the Duty of Candour at all levels of the organisation.
- Ensure that adequate resources and training are provided to support staff in fulfilling their responsibilities under this policy.

2. Staff:

- Report incidents promptly and follow the procedures outlined in this policy.
- Communicate openly and compassionately with individuals and their families when incidents occur.

3. Quality Assurance Team:

- Monitor compliance with the Duty of Candour Policy and review incidents to ensure appropriate actions are taken.
- Provide guidance and support to staff regarding their responsibilities under the Duty of Candour.

Training and Support

- Provide training for all staff on the principles and practicalities of the Duty of Candour, including effective communication strategies and the importance of transparency.
- Ensure that staff have access to resources and support services to assist them in managing difficult conversations with individuals and families.

Continuous Improvement

- Regularly review and update the Duty of Candour Policy to reflect changes in legislation, best practices, and organisational goals.
- Analyse incidents and outcomes to identify trends and areas for improvement, fostering a culture of learning and development.

Conclusion

This Duty of Candour Policy reinforces our commitment to transparency and accountability in delivering care. By ensuring that we communicate openly with individuals and their families when things go wrong, we aim to build trust, improve our services, and enhance the overall quality of care provided.