

Duty of Candour Policy

Version Number	2
Revision Date	October 2022
Department	Customer Services
Author	Head of Care
Reason for Policy Creation/Revision	Review
Data Protection	This policy conforms to Hanover's data protection policy and procedure
Equalities	No impact
Sustainability	No Impact
Proof Read By	Jenny Gardner
Date Approved	2 November 2022
Approved By	SMT
Next Review Due	2 November 2023
Audience – Training and Awareness Approach	All employees delivering services that are registered with the Care Inspectorate will be advised of the updated policy
Effective Date	12 December 2022
Internal References – Policies & Procedures (Located on The Hub)	
External References	Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016. http://www.gov.scot/Topics/Health/Policy/Duty-of-Candour

DUTY OF CANDOUR POLICY

1. Policy Purpose

- 1.1 The aim of this policy is to define how openness, accountability and learning are incorporated into Hanover's response to events resulting in moderate, severe harm or death to customers.
- 1.2 The duty of candour is a statutory requirement.
- 1.3 The importance of this policy will be communicated to all staff involved in its implementation.

2. Policy Scope, Explanations or Requirements

- 2.1 The policy applies to all customers in receipt of services registered with the Care Inspectorate.

3. Employee Responsibility

- 3.1 The Duty of Candour applies to all employees who are working with customers who are in receipt of services registered with the Care Inspectorate.
- 3.2 Any event that leads to moderate or severe harm or death of a customer must be reported to a manager immediately.

4. Guidance in relation to the Duty of Candour

- 4.1 Providing care services is associated with risk and there are unintended or unexpected events resulting in death or harm from time to time.
- 4.2 When this happens, people want to be told honestly what happened, what will be done in response, and to know how actions will be taken to stop this happening again to someone else in the future.
- 4.3 There is a need to improve the focus on support, training and transparent disclosure of learning to influence improvement and support the development of a learning culture across services.
- 4.4 Candour is one of a series of actions that should form part of organisational focus and commitment to learning and improvement.
- 4.5 Transparency, especially following unexpected harm incidents is increasingly considered necessary to improving the quality of care.
- 4.6 Being candid promotes accountability for safer systems, better engages employees in improvement efforts, and engenders greater trust in customers.
- 4.7 The customer and/or their family must be provided with support, including an apology where appropriate. Findings/actions from the investigation must also be shared to prevent a recurrence

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4.8 Hanover recognises the need to provide good quality training for employees to enable them to deal effectively with adverse events/incidents.

5. Monitoring & Evaluation

5.1 This policy will be monitored by the Head of Care for its relevance and effectiveness.

5.2 A Significant Case Management Review chaired by a Strategic Business Unit Manager or above, will be held for any notifiable event/incident covered by this policy.

6. Reporting requirements

6.1 An annual report of notifiable events/incidents will be produced and submitted to the Board and then will be displayed on our website.

7. Review

7.1 This policy will be reviewed every 3 years or earlier as required.