**Organisational**

**Duty of Candour**

**(Provisions of the Health, (Tobacco, Nicotine etc. and Care) Scotland) Act 2016**

**Implementation**

**APRIL 1st 2018**

 **Duty of Candour**

 [**E. Module**](https://learn.nes.nhs.scot/) **(1 hour approx.)**:

 The e.module is **for everyone**

 **in the organisation** to complete. You may or may not be involved in the procedure as it progresses, but you do need to understand your organisations policy and procedure

 should you need to activate this

 at any stage.

 **Further information:**

 [**www.gov.scot/Topics/Health/Policy/Duty-of-Candour**](http://www.gov.scot/Topics/Health/Policy/Duty-of-Candour)

[**Organisational Duty of Candour Guidance**](https://www.gov.scot/publications/organisational-duty-candour-guidance/)

**Leaflets**

[**Duty of Candour Information**](https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2018/10/duty-of-candour-leaflets/documents/duty-of-candour-information-leaflet-october-2018/duty-of-candour-information-leaflet-october-2018/govscot%3Adocument/Duty%2Bof%2BCandour%252C%2Binformation%2Bleaflet%252C%2B1%2BOctober%2B2018.pdf)

[**Easy Read Leaflet**](https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2018/10/duty-of-candour-leaflets/documents/duty-of-candour-information-leaflet-easy-read-october-2018/duty-of-candour-information-leaflet-easy-read-october-2018/govscot%3Adocument/Duty%2Bof%2BCandour%252C%2Binformation%2Bleaflet%2Beasy%2Bread%252C%2B1%2BOctober%2B2018.pdf)

[**For Relevant Person**](https://www.gov.scot/publications/duty-of-candour-leaflets/)

[**Easy Read Leaflet**](https://www.gov.scot/binaries/content/documents/govscot/publications/factsheet/2018/10/duty-of-candour-leaflets/documents/duty-of-candour-leaflet-for-relevant-person-easy-read-october-2018/duty-of-candour-leaflet-for-relevant-person-easy-read-october-2018/govscot%3Adocument/Duty%2Bof%2BCandour%252C%2Bleaflet%2Bfor%2Brelevant%2Bperson%252C%2Beasy%2Bread%252C%2B1%2BOctober%2B2018.pdf)

 **Key Principles:** There is a need to improve **5**

the focus on support, training

 and transparent disclosure of learning

 to influence improvement and support

 the development of a learning culture

 across services.

 Being candid promotes accountability

 for safer systems, better engages

 staff in improvement efforts and

 engenders greater trust from

 patients and people who

 use services.

**4**

 **Key Principles:**

 Providing health, care & SW

 services is associated with risk

 and from time to time there are

unintended or unexpected events

resulting in death or harm.

When this happens people want to be told honestly what happened, what will be done

in response, and to know what improvements

will be made to stop this happening again to

 some else in the future

1. **Organisation Procedures:**

 Notify the person affected,

 apologising and offering a meeting

 to give an account of what happened.

 Review each incident and consider

 the support available to those affected

(both those who deliver and receive

care and support services).

Publish an Annual Report

on when the duty has been

 applied.

 **Purpose of the duty:**

To ensure that organisations

 are open and honest and

 supportive when there is an

 **unexpected or unintended**

 **incident resulting in harm**

 or death, as defined by the

 Act.

**Definition of Candour:**

the quality of being

open and honest; frankness,

candidness, truthfulness, sincerity,

forthrightness, directness, lack of restraint, straightforwardness



**1**

**2**

**6**

**7**

**Additional Information:**

* **Falkirk Council Complaints Handling procedure**

Our Complaints procedure already recognises the power of an apology / saying sorry. Organisational Duty of Candour will be referenced through out the complaints procedure where appropriate.

* **Learning Review process**

The Forth Valley Protocol for Conducting a Significant or Initial Case Review will, when revised, reference the Organisational Duty of Candour.

* [Scottish Public Services Ombudsman (SPSO)](https://www.spso.org.uk/)

The Scottish Public Services Ombudsman is the final stage for complaints about councils, the National Health Service, housing associations, colleges and universities, prisons, most water providers, the Scottish Government and its agencies and departments and most Scottish authorities.

[Complaints Handling Practice Guide:](https://www.spso.org.uk/complaints-handling-practice-guide) Supporting respectful engagement: handling difficult situations

[SPSO Complaints Improvement Framework](https://www.spso.org.uk/complaints-improvement-framework)

[How to complain about a public service](https://www.spso.org.uk/sites/spso/files/communications_material/leaflets_public/general/Info1HowtoComplainAboutaPublicServicev2.pdf) PDF

[Making a complaint step by step Video](https://youtu.be/NdXIgeISy_g)

Fact sheets:

1. The Procedure



1. Providing an Apology

 

1. Monitoring and Reporting

 