**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.

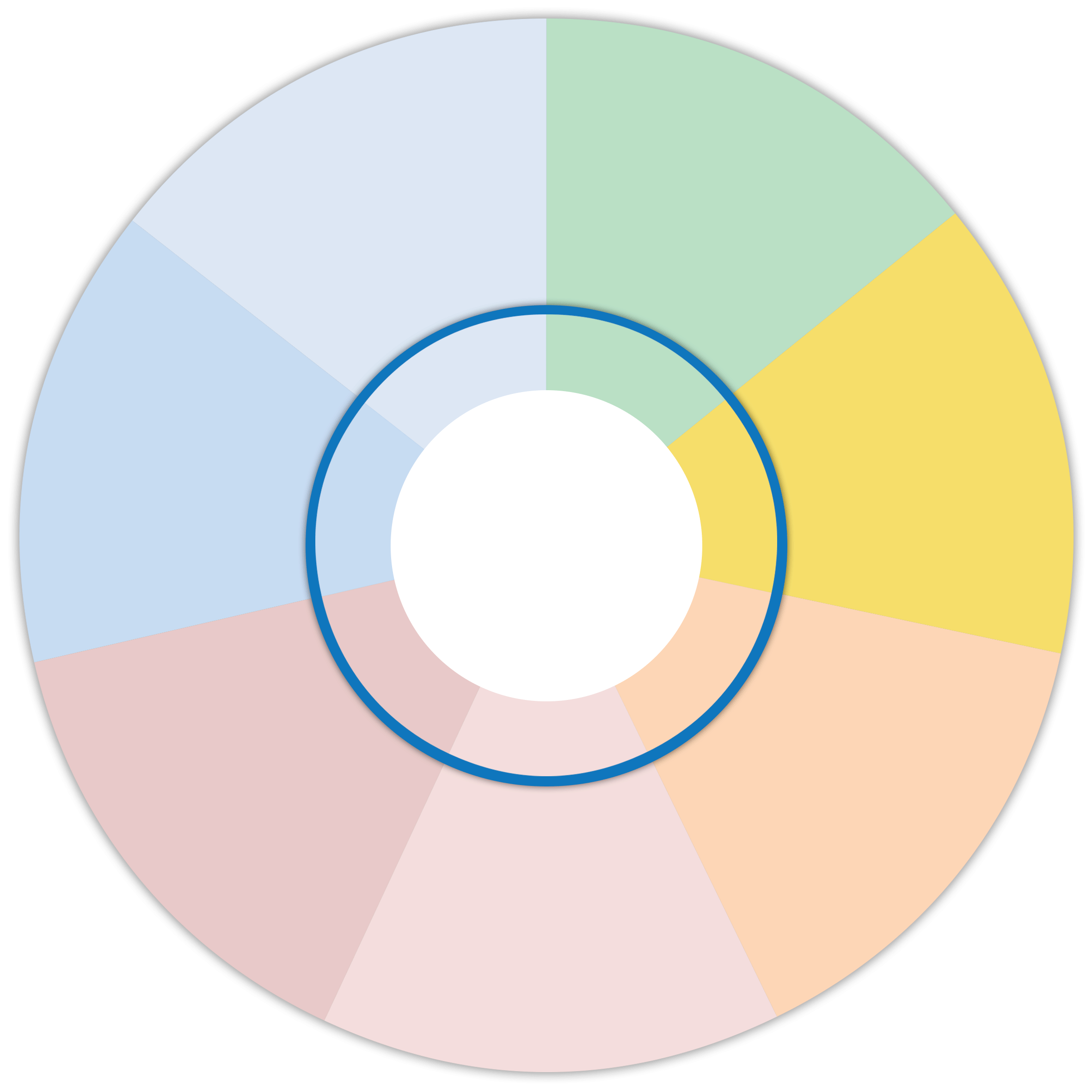
**Definition of Candour:**

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

