

OPENNESS AND HONESTY WHEN THINGS GO WRONG:

the professional duty of candour

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress.

This means that all Thistle Manor staff members must:

- tell a resident (or, where appropriate, the resident's advocate, carer or family) when something has gone wrong;
- apologise to the residents (or, where appropriate, the patient's advocate, carer or family);
- offer an appropriate remedy or support to put matters right (if possible);
- explain fully to the resident (or, where appropriate, the resident's advocate, carer or family) the short and long term effects of what has happened.

Healthcare professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concerns.

Read more about the Duty of Candour within the Employee Handbook and specific Policy "Duty of Candour Policy and Procedure – April 2018" (last update)