

Duty of Candour Policy

This policy aims to lay out how Blackstone Care is fully compliant with the Duty of Candour and operates a culture of openness and truthfulness through all of our dealings with our service users, their carers, and their families and/or advocates.

This policy requires Blackstone Care to be open, honest, and transparent with their service users about their care and treatment.

We adhere to the Duty of Candour Regulations/Legislations:

The Care Act 2014 places a duty on the government to include a statutory duty of candour on providers registered with CQC.

A consultation was held in 2014 with proposals to introduce the duty through Statutory Duty of Candour Regulations.

The Duty of Candour Act is imposed by the Social Care Act 2009 Regulations 2014 from April 2015

We regularly review the legislation and regulations to capture any revised versions, or any additions made to them.

Duty of Candour Procedure:

The Francis Enquiry proposed that all providers should, under a statutory Duty of Candour, inform the service, or other relevant person, when they believe or suspect that treatment or care that they have provided has caused serious injury or death.

The Duty of Candour is a new set of registration requirements that set the outcomes that health and social care providers must be able to meet in order to be registered with CQC.

Blackstone Care has always operated an open and honest culture, with both its service users, and its staff members. A framework for incident reporting exists within the Incident Reporting Policy, and all staff are expected to comply with this. If this is not met, we believe that an apology is due to all concerned, as well as an explanation of what went wrong:

The open and honest culture will include everyone – the service users, their carers, relatives and any representatives.

Service users and anyone else concerned will be informed at the earliest opportunity when incidents have occurred.

Management will provide an accurate and truthful account of the incident, and they must detail the investigation they will carry out.

Management and staff will be expected to provide reasonable support to those involved after any incident.

Any accident or incident must be appropriately recorded and investigated.

Any accident or incident where a service user has suffered moderate or severe harm, or would have done, if it wasn't for it being a 'near miss', must be thoroughly investigated.

Blackstone Care also recognises that:

The Duty of Candour also applies to the service user, and anyone acting on their behalf (for example where someone lacks capacity to make decisions).

Duty of Candour also relates to the general practice of Homecare Domiciliary and Domestic not just where incidents are concerned.

Date Created:	17 th June 2024
Review Date:	16 th June 2025
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