



DUTY OF CANDOUR POLICY

The Care Inspectorate's Health and Social Care Standards inform the standard of practice expected of Ferryfield's staff, when following this policy they are adhering to:

Standard 1: I experience high quality care and support that is right for me.

Dignity and respect

1.2 – My human rights are protected and promoted and I experience no discrimination.

Standard 2: I am fully involved in all decisions about my care and support.

Dignity and respect

2.3 – I am supported to understand and uphold my rights.

2.4 – I am supported to use independent advocacy if I want or need this.

Be included

2.14 – I am fully informed about what information is shared with others about me.

Standard 3: I have confidence in the people who support and care for me.

Dignity and respect

3.3 – I have agreed clear expectations with people about how we behave towards each other, and these are respected.

Standard 4: I have confidence in the organisation providing my care and support

Dignity and respected

4.1 – My human rights are central to the organisations that support and care for me.

Compassion

4.3 – I experience care and support where all people are respected and valued.

4.4 – I receive an apology if things go wrong with my care and support or my human rights are not respected, and the organisation takes responsibility for its actions.

Responsive care and support

4.19 – I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

4.20 – I know how, and can be helped, to make a complaint or raise a concern about my care and support.

4.21 – If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

The following policy has been produced with regards to the obligations associated with the statutory duty of candour in Scotland as set out in the **Health (Tobacco, Nicotine etc and Care) (Scotland) Act 2016** and the **Duty of Candour Procedure (Scotland) Regulations 2018**.

If there has been an incident in Ferryfield that has resulted in death or harm, as defined in the above legislation, we will follow the statutory duty of candour procedures and respond in the following way:

- We will notify the person affected (or their next of kin as appropriate).
- We will provide an apology
- We will carry out a review into the circumstances leading to the incident.
- We will arrange a meeting with the person affected and their next of kin, as appropriate.
- We will provide an account of the incident and provide information regarding the further steps that will be taken.
- We will support anyone who has been affected by the incident and provide information about where further support can be obtained.
- We will prepare and publish a report, regarding any incidents and we will also notify SCSWIS if we have had to publish a report. In addition to this we will report to SCSWIS annually whether or not we have implemented the Duty of Candour procedure, when required to do so.

At Ferryfield the manager is identified as the responsible person and is therefore responsible for carrying out the above procedure, ensuring all staff receive training, as required by the regulators and preparing and publishing the annual report.

Adopted by the Committee

Date