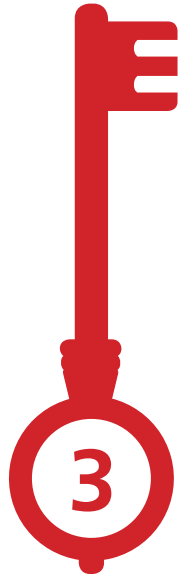


At the heart of  
the matter



## Our 'duty of candour' for serious incidents

The government has now published the fundamental standards regulations which include two new regulations – the duty of candour and the fit and proper person requirement for directors.

These come into force on 27 November for some healthcare providers, including foundation trusts like ourselves, that provide care and treatment to people that is regulated by CQC.

The duty of candour and the fit and proper person requirement regulations require us to ensure that we have systems in place to be open and honest when things go wrong and to hold directors to account when care fails people.

For the duty of candour this means that we must:

- Make sure we have an open and honest culture at all levels within our organisation
- Tell patients in a timely manner when serious incidents have occurred
- Provide reasonable support to the person after the incident
- Provide in writing a truthful account of the incident and an explanation about the enquiries and investigations we will carry out
- Offer an apology in writing

Staff must also be open and honest with their colleagues, employers and relevant organisations and take part in reviews and investigations (when requested) and also be open and honest with their regulators, raising concerns where appropriate.

Further information is in the trust's 'Being Open' policy (G22) and also available on our south tees key page – <http://stas16/intranet/south-tees-keys2/our-duty-of-candour/> and our being open (duty of candour) page <http://stas16/intranet/services-a-z/incident-reporting/being-open-duty-of-candour/>