

Policy Statement

At TruComfort Homecare we are committed to maintaining a culture rooted in honesty, transparency and integrity. This policy outlines how we meet the statutory Duty of Candour and how we communicate openly with our service users, their families, carers and representatives.

Our approach ensures that all individuals affected by our services are informed in a clear, timely and compassionate manner if something goes wrong during their care or treatment.

Legal Framework

TruComfort Homecare complies fully with the Duty of Candour as set out in:

- **The Care Act 2014**
- **The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014** particularly Regulation 20
- Any updated or revised legislation regarding Duty of Candour

Key Principles

We uphold the following principles in every part of our service:

- **Openness:** Informing service users and relevant persons as soon as possible if an incident has occurred.
- **Honesty:** Giving a full and truthful explanation of what happened.
- **Transparency:** Detailing any investigations and steps taken to manage or correct the situation.
- **Accountability:** Apologising when harm occurs and providing ongoing support to those affected.

Procedures

In the event of an incident where a service user suffers moderate or severe harm or if a near miss is identified the following steps must be taken:

1. Immediate Notification

- Inform the service user or their representative as soon as reasonably possible.
- Share factual details without speculation.

2. Written Follow-Up

- Provide a written account, including the nature of the incident, outcomes of any investigation and actions taken to prevent recurrence.

3. Apology

- Offer a sincere and clear apology on behalf of the organisation.

4. Support

- Ensure emotional and practical support is provided to the individual and their family or representative.

5. Recording and Reporting

- Document the incident fully and accurately in accordance with TruComfort Homecare's internal procedures.
- Investigate and escalate internally as required.
- Report to external bodies such as the CQC when applicable.

Wider Application

The Duty of Candour at TruComfort Homecare is not limited to incidents of harm, it is made sure in our everyday operations and interactions. This includes:

- Communicating clearly about care plans and changes
- Responding promptly to concerns or complaints
- Supporting staff to speak up without fear of blame

Staff Responsibilities

All team members should and are expected to:

- Report any concerns, errors or near misses immediately.
- Engage in honest communication with service users and colleagues.
- Cooperate with investigations and share relevant information openly.

Management is responsible for:

- Ensuring policies are followed
- Providing training on Duty of Candour
- Monitoring compliance and taking corrective action when needed

Training and Monitoring

All staff receive training on Duty of Candour during induction and at regular intervals.

TruComfort Homecare will routinely review incidents, complaints and feedback to ensure ongoing compliance and to strengthen our culture of openness.