



KAM Aesthetics and Beauty Clinic Ltd

DUTY OF CANDOUR POLICY

All healthcare practitioners working within KAM Aesthetics and Beauty Clinic Ltd have a duty of candour – a professional responsibility to be open and honest with patients when things that go wrong with their treatment or care causes (or has the potential to cause) them harm or distress.

How do we plan to do this at KAM Aesthetics and Beauty Clinic

Healthcare Practitioners will fully inform all patients about their care prior to treatment or care provision. Potential risks as well as treatment benefits will be shared to allow patients make a fully informed choice regarding treatment options.

Patients will be given clear and accurate information about the risks of the proposed treatment and risks of any reasonable alternative treatment options, checking that the patient understands at all times.

Risks that occur often, those that are serious even if very unlikely, and those that the patient is likely to think is important will be discussed.

If something goes wrong with a patients care and they suffer, or may yet suffer, harm, or distress as a result then the responsible healthcare practitioner will speak to the patient (or family/relative where appropriate) as soon as possible. A review into the circumstances that led to the incident will be carried out and the patient will be given the information they want or need and told in a way that they understand and, in a place, and time where they are best able to understand and retain information. The information will be given sensitively, respecting their right to privacy and dignity.

Information will be shared to inform the patient all that is believed and known to be true about what went wrong and why and what the consequences are likely to be. If anything remains uncertain this will be discussed and the response to the patient questions will be honest and a sincere personalised apology will be given to the patient.

The patient will be told

- a. What happened
- b. What can be done to deal with any harm caused
- c. What will be done to prevent someone else being harmed

Information will be given to the patient who to contact in the health care team to ask any further questions or raise concerns if required.

Details of the incident and patient apologies will be recorded within patient clinical records and consideration of following up a verbal apology with a written apology will be dependent on individual circumstances and discussed at the time between relevant healthcare practitioners within KAM Aesthetics and Beauty Clinic.

KAM Aesthetics and Beauty Clinic Ltd - Private Independent Clinic
14 Orchard Terrace, Kinghorn, Fife, KY3 9XU

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Reporting Errors

When something goes wrong with patient care, it will be responded to at an early stage so lessons can be learnt quickly and patients can be protected from harm in the future.

Adverse incidents and near misses will be reported and responded to in line with the **reporting of adverse incidents and near misses' policy** which reflects Healthcare Improvement Scotland's national framework. This framework outlines consistent definitions and a standardised approach to adverse incident management across the NHS in Scotland.

Suspected adverse drug reactions and incidents involving medical devices will be reported to the UK wide **Yellow Card Scheme** run by the Medicines and Healthcare products Regulatory Agency (MHRA) and the Commission on Human Medicines.

KAM Aesthetics and Beauty Clinic will provide a safe and supportive environment to encourage and enable staff to report adverse incidents and near misses and when appropriate raise concerns about patient safety.

Staff will take part in planned audits which will support and review the standards and performance of the team and where necessary plan appropriate steps to resolve any problems.

Any concerns about an individual or team performance will be investigated and, if, appropriate, addressed quickly and effectively.

Lessons learned from analysing adverse incidents and near misses will be shared with the healthcare team and where necessary action will be taken to inform a change in practice.

Reporting Tool

KAM Aesthetics and Beauty Clinic has implemented a reporting tool designed to identify incidents that trigger the duty of candour procedure. This tool will inform and collect the relevant data required to input and complete the duty of candour annual report. All clinical staff are informed and educated in how to complete the tool and are aware of its purpose.



References:

Nursing and Midwifery Council (2015) The Code: Professional standards of practice and behaviour for nurses, midwives, and nursing associates available at <https://www.nmc.org.uk>

Suggested Policies:

KAM Aesthetics and Beauty Clinics - consent/request for treatment policy

KAM Aesthetics and Beauty Clinic - managing and reporting adverse incidents and near misses' policy.

KAM Aesthetics and Beauty Clinic - confidentiality policy

KAM Aesthetics and Beauty Clinic - clinical governance policy

KAM Aesthetics and Beauty Clinic - complaints policy

It is the responsibility of all staff members working directly or indirectly under the remit of practising privileges at KAM Aesthetics and Beauty Clinic Ltd to always adhere to this policy.

For any further information please contact Kathryn Macrae (Service Manager) at KAM Aesthetics and Beauty Clinic Ltd.

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