

Duty of Candour Information

This policy is about our promise to be open and honest with you if something goes wrong with your care or treatment.

Duty of Candour Information

The Duty of Candour is a legal requirement that means SABA Health must:

- **Be Open and Honest:** We will tell you (or your representative) when an incident has occurred during your care that resulted in, or could result in, moderate harm, severe harm, or death.
- **Offer an Apology:** We will give you a sincere apology. This is an expression of regret and is not an admission of legal responsibility.
- **Explain What Happened:** We will provide you with a clear, factual explanation of the incident and what we know at the time.
- **Detail Next Steps:** We will explain what further enquiries or investigations will take place and what we are doing to learn from the incident and make improvements.
- **Keep You Supported:** We are committed to providing you and your family with compassionate communication, updates on our investigation, and opportunities to ask questions. We will also signpost you to complaints or advocacy services if you need them.

What is a Notifiable Safety Incident?

It is an unintended or unexpected event that happened during your care that caused, or could cause, moderate harm, severe harm, or death.

Moderate harm includes things like significant but not permanent harm, a prolonged recovery, or an unplanned return to surgery or treatment. How We Will Inform You

If a notifiable safety incident occurs, we will:

- Tell you promptly (verbally) what is known, offer an apology, and explain what will happen next.
- Follow up in writing with a factual account, a written apology, and details of the investigations and learning.
- Offer ongoing support to you and your family throughout the process.

Our priority is always to ensure you are informed, supported, and treated with respect.