

## Duty of Candour Policy – Easy Read

### What does Duty of Candour mean?



Kisharon provides homes and activities for lots of people and we must always tell the truth to people we support and their families if anything goes wrong.



Kisharon is committed to learning from any mistakes we make, and sharing that learning with you.



When something goes wrong at Kisharon, staff and people in our services know they can report it to a manager.



The manager will investigate and write a report.



This report will state clearly what happened so everyone can understand.



The report will say sorry for everything which the manager found was wrong.



The report will say what went wrong and how Kisharon can improve and make things better.



The report will say how everyone at Kisharon is thinking about how they can improve so this does not happen again.



Kisharon will give training where needed to make sure lessons are learned.



Kisharon will share this report with colleagues inside and outside of Kisharon, and keep a record.