

Duty Of Candour Statement

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Definition

WHAT IS 'DUTY OF CANDOUR'

This is contractual duty under the Health and Social Care Act 2014 requiring organised healthcare providers to ensure that patients/families are informed of incidents causing moderate, severe harm or death and then provided with support. This includes receiving an apology, as appropriate, the investigation findings and actions to prevent recurrence are shared.

Other definitions

'Moderate harm' – Any patient safety incident that required extra observation or minor treatment and caused minimal harm to one or more patients.

'Severe harm' – Any patient safety incident that appears to have resulted in permanent harm-related directly to the incident and not to the natural course of the patient's illness or underlying condition.

'Death' – Death must be related to the incident rather than the underlying condition or illness.

Scope

This document applies to all staff directly employed by Bella Aesthetics LTD

Introduction

Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress. This means that healthcare professionals must:

- tell the patient (or, where appropriate, the patient's advocate, carer or family) when something has gone wrong.

- apologise to the patient (or, where appropriate, the patient's advocate, carer or family)
- offer an appropriate remedy or support to put matters right (if possible)
- explain fully to the patient (or, where appropriate, the patient's advocate, carer or family) the short and long term effects of what has happened.

Healthcare professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concerns.

Discussion

Aesthetics largely is not the treatment of disease or physical illness. We take patients with perfect health and inject them with drugs like Wrinkle reducing injections [Prescription only medicine] or non - drugs like hyaluronic acid largely in the pursuit of a more beautiful or aesthetically pleasing result.

Patients will suffer moderate harm (by the duty of candour definition) in the process of most procedures. They will have temporary bruising/swelling, may require an adjustment or may develop a more serious complication such as infection, vascular occlusion, permanent disfigurement or even blindness.

However, it is reasonable to apply that the duty of candour should only apply if there was an outcome that was not expected or anticipated as part of the planned procedure. This means that minimal bruising and swelling would not be considered moderate harm and would not trigger a duty of candour. Acute infection from a periosteal injection would trigger a duty of candour review.

In a duty of candour review Lisa Blackwood as the Clinical Directory will assess the case and decide if the conditions of duty of candour have been met. Where this is not clear, further guidance will be sought from professional bodies and considered. These would include Healthcare Improvement Scotland, NHS Scotland's Duty of Candour Committee and the NMC. More severe reactions would most definitely trigger the duty of candour.

In an Industry that is susceptible to personal injury claims, it is important to recognise that an apology is not directly an admission of negligence or liability. However, in the cases where duty of candour has been triggered Bella Aesthetics will also inform their insurance provider.

Recommendations

Bella Aesthetics agrees to work to and uphold professional standards. Any professional issues, or potential duty of candor issues will be reviewed by Lisa Blackwood as the clinical director.

If, during procedural review, or if a practitioner openly realizes a patient has suffered avoidable harm, verbal and written apologies will be offered.

Duty of Candour is not a clear - cut decision in aesthetics by the nature of the treatment provided and further help will be sought from the NHS Duty of Candour Committee and Cosmetic Insure as the clinic's insurer.

References and further reading available at

https://www.nmc.org.uk/standards/guidance/the-professional-duty-of-candour/read-the-professional-duty-of-candour/#appendix_one