

Open Disclosure



Open Disclosure.

Easy read policy.

*** There is a full text document of this policy also available.

Rev. No.	Approved by the VFK	Reviewed by VFK Reps	Sent to each location	Operational Period
Rev.1	1 st Feb 2023	15 th Feb 2023	15 th Feb 2023	Feb 2023

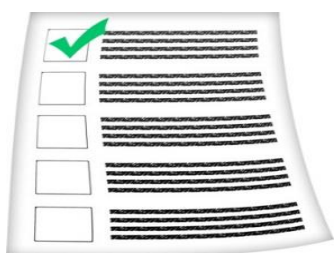


KARE and other companies that support people have a responsibility to tell people when a mistake has been made.



The HSE have made a policy to help understand Open Disclosure.

It shows what KARE must follow to help KARE do it right.







This document will tell you about the HSE Open Disclosure policy and about your rights under that policy.




Open Disclosure



What does Open disclosure mean?

Open Disclosure means you are told straight away when something goes wrong with your care or someone makes a mistake with your care and support.

	<p>Why Do We Need the Open disclosure?</p> <p>It is important to find out what happened when something goes wrong.</p>
	<p>KARE can learn from mistakes and try to make sure it doesn't happen again.</p>
	<p>Kare will support staff to say sorry if something goes wrong or a mistake is made with your healthcare.</p> <p>For example, you were injured because someone in KARE forgot to tell you the floor was slippery.</p>
	<p>They will help staff learn from the mistake.</p>

 	<p>All staff attend training about Open disclosure and know what to do to make sure you have the information you deserve.</p> <p>KARE help staff to understand the laws on Open Disclosure.</p>
	<p>What can go wrong?</p> <p>There are different ways that things might go wrong with the care and support you are provided with by KARE:</p>
	<p>Harm - this is when someone is hurt or when people think that someone is hurt.</p>
	<p>No harm - When something happened but no one was hurt.</p> <p>For example, if a staff member gave you the wrong tablets but you felt fine.</p>



Near miss - When something happened, no-one was hurt this time, but someone could be hurt in the future.



What are your Rights?

Everyone has rights. A right is something a person has which should not be taken away.



You have the right to be told if something goes wrong or there is a mistake with your care and support.



You have the right to be told things in a way that you understand.



Staff in KARE must tell you about it and explain what they are going to do next.



You should be given time to think about the information and ask more questions if you would like to.



You should be told as soon as possible after something has happened.



You have the right to get the support you need and to have medical help if you have been hurt.







Lámh

How will staff give me information?

Staff will communicate information in the way in which you prefer. This could be using words, Lámh signs, photos, pictures, symbols or anyway you prefer.

	<p>Staff will tell you the truth and give you all the information. They will tell you if someone made a mistake.</p>
	<p>Staff will treat you with respect.</p>
	<p>Sometimes a separate meeting will be set up to discuss the thing that happened.</p>
 	<p>Staff will support you to understand information at the meeting.</p>

	<p>Meetings will usually be with you and someone you would like to support you.</p>
	<p>If you agree, staff will help decide who you would like to support you at the meeting.</p> <p>For example, your family or a friend.</p>
	<p>The meeting will be in a place where you feel comfortable.</p>
	<p>Staff will keep notes from the meeting. You will get a copy of these in a way that you can understand.</p>
	<p>Staff will tell you if they need to get more information about what went wrong.</p>

	<p>They will tell you how long it will take them to get all the answers for you.</p>
 	<p>The Open Disclosure LEAD in KARE is Sandra Burke and any concerns you have about Open disclosure can be discussed with her.</p> <p>You can phone her on 045-448700 or email her on Sandra.burke@kare.ie</p>
	<p>Where can I get support?</p> <p>Staff will give you the name and number of a support person, this is someone to help you.</p> <p>In the HSE Open Disclosure Policy the support person is called a Designated Person.</p>



The support person will talk to you about what happened. This person might be a social worker, manager, or a keyworker.



If you want more information, they will stay in contact with you and keep you up to date.