

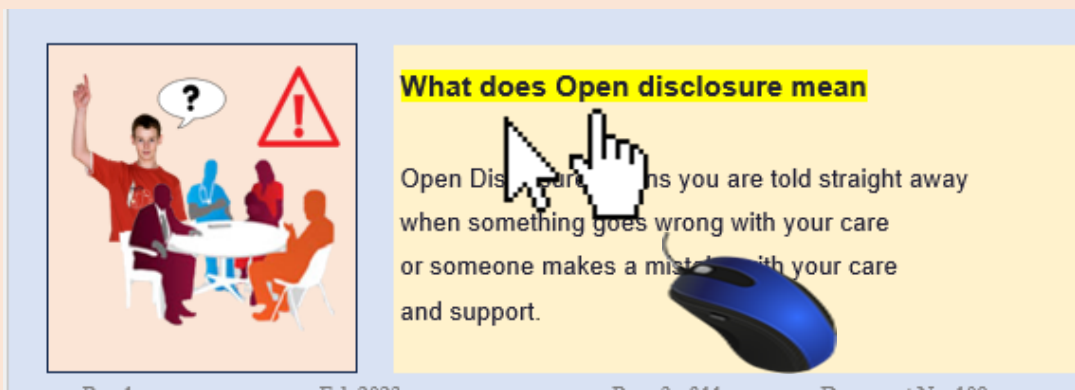
Open Disclosure Easy Read Policy

This document tells you about
The HSE Open Disclosure Policy

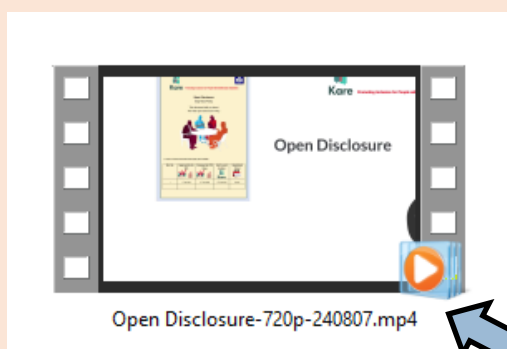


*** There is a full text document of this policy also available.

Rev. No.	Approved by the VFK 	Reviewed by VFK Reps 	Sent to each location 	Operational Period 
1	1 st Feb 2023	15 th Feb 2023	15 th Feb 2023	Feb 23
2	21 st January 2026	21 st January 2026	January 2026	January 2026



**To Open videos on each section
move the Mouse over the Yellow Text
and Click the Left Hand Side of The Mouse**



**Use these steps to open links to accessible videos
about each Section.**



Kare and other organisations 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.

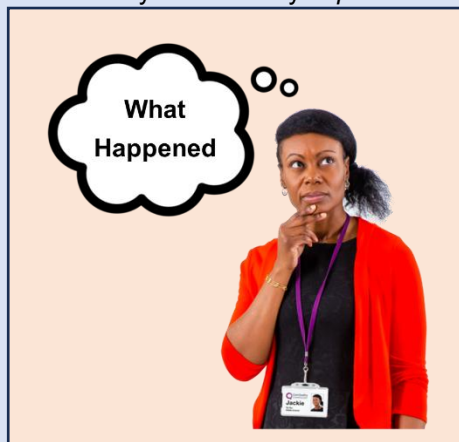


This document will tell you about the HSE Open Disclosure policy and about your rights under that policy



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.



Why Do We Need the Open Disclosure

It is important to find out what happened when something goes wrong



Kare can learn from mistakes and try to make sure it does not happen again.



Kare will support staff to say sorry if something goes wrong or a mistake is made with your healthcare.

For example, you were injured because someone in Kare forgot to tell you the floor was slippery



They will help staff learn from the mistake.



All staff attend training about Open disclosure and know what to do to make sure you have the information you deserve.

Kare help staff to understand the laws on Open Disclosure

What can go wrong

There are different ways that things might go wrong with the care and support you are provided with by Kare

Harm

This is when someone is hurt or when people think that someone is hurt

No harm

When something happened but no one was hurt

For example, if a staff member gave you the wrong tablets but you felt fine





Near Miss

When something happened and 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.



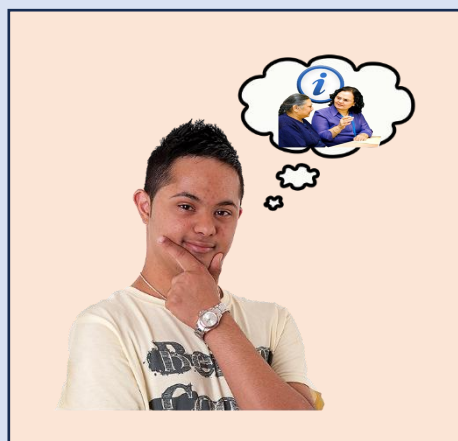
You have the right to be told if something goes wrong or there is a mistake with your care and support



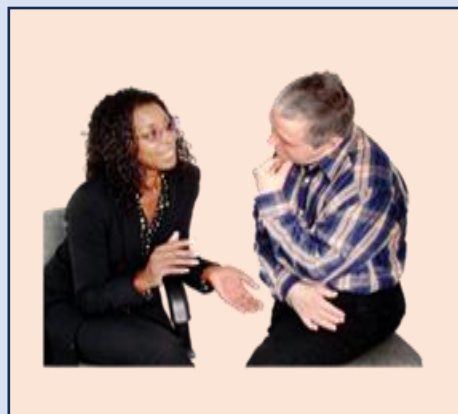
You have the right to be told things in a way that you understand



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.

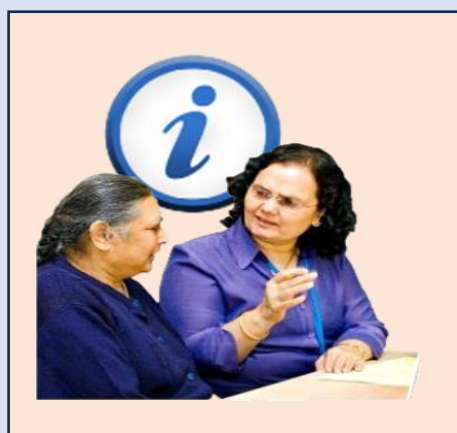


You have the right to get the support you need and to have medical help if you have been hurt



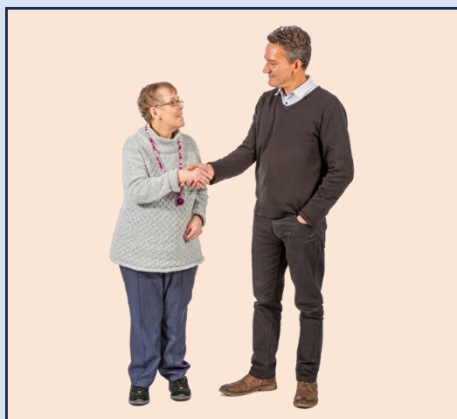
How will staff give me information

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



Staff will tell you the truth and give you all the information.

They will tell you if someone made a mistake



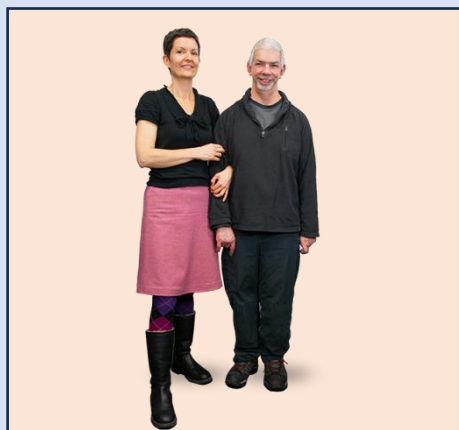
Staff will treat you with respect



Sometimes a separate meeting will be set up to discuss the thing that happened.



Staff will support you to understand information
at the meeting

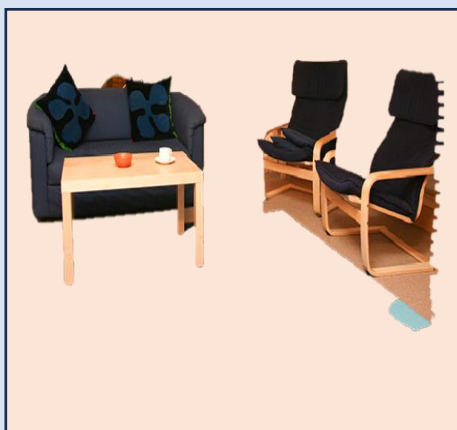


Meetings will usually be with you
and someone you would like to support you



If you agree, staff will help you decide
who you would like to support you at the meeting

For example, your family or a friend



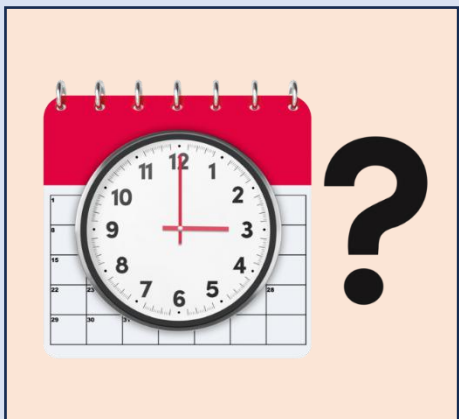
The meeting will be in a place
where you feel comfortable



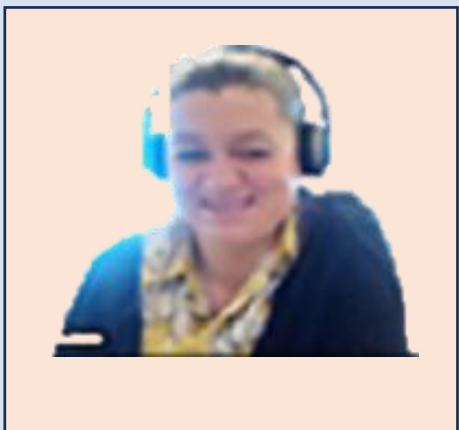
Staff will keep notes from the meeting.
You will get a copy of these in a way
that you can understand



Staff will tell you if they need to get more information
about what went wrong



They will tell you how long it will take them
to get all the answers for you



The Open Disclosure LEAD in Kare is Sandra Burke
and any concerns you have about Open disclosure
can be discussed with her

You can phone her on 045-448700 or email her
on sandra.burke@kare.ie

Where can I get support

Staff will give you the name and number of a support person. This is someone to help you

In the HSE Open Disclosure Policy the support person is called a Designated Person.

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



This document was designed and created together with People who use Kare Services and Voice For Kare