



Last Reviewed Jan-2024

DUTY OF CANDOUR POLICY

JR AESTHETICS

JR Aesthetics

Sarah Murray Beauty and Skin Clinic
60 Lochrin Buildings
Gilmore Place Edinburgh
EH3 9ND
07828 870 151

Owner: Julie Louise Robertson

Registered Nurse Pin: NMC 020516S

Training: Certified in Botox and Fillers by the Dermal Clinic in Edinburgh in 2011 and Foundation and advanced refresher course for the use of Botox type A and dermal fillers in 2021.

JR Aesthetics has a legal duty to be open and transparent with clients, to explain to clients when something goes wrong with their treatment of care, which has resulted in causing the client harm or distress both physically and/or psychologically. JR Aesthetics will inform the client when something goes wrong, apologise to the client, and support the client if they wish to raise a concern or complaint.

Policy Statement

JR Aesthetics Duty of Candour policy must be followed at the earliest opportunity, in a timely manner, and where possible, Duty of Candour discussions will be carried out directly with the client unless the client wishes someone to act on their behalf and consent is given in writing.

JR Aesthetics will determine the client's preferred method of communication, for example by telephone, email, or face-to-face and arrangements made to meet for continued discussion with the client as appropriate.

JR Aesthetics will inform the client what has happened as soon as possible after the incident has occurred and make it clear something has gone wrong and provide the client with information regarding what has happened and the expected consequences. An explanation of the potential short term and long term effects will be given. Any reversible treatments of benefit to the client will be offered.

If the incident is a result of a suspected adverse drug reaction, or a faulty medical device, this will be reported through the Yellow Card System run by the Medicines and Healthcare products Regulatory Agency (MHRA), system. The report can be submitted using the online Yellow Card Scheme App using a Smart Phone iPad or Tablet. The date, time and nature of the incident will also be documented in the client's notes.

At the earliest opportunity a full explanation of the incident will be discussed. JR Aesthetics will treat the client with dignity and respect and apologise to the client for what has happened regarding the incident and an explanation of the investigation will be provided of how the investigation will proceed, including anticipated timescales. All facts may not be clear at the time, therefore further review of the incident may be required.

Discussions will be carried out to determine any questions or concerns the client or representative specifically wish to be investigated. Timescales will be agreed with the client, for updated feedback and progress of how the investigation is going.

JR Aesthetics will collate all the facts about the incident including gathering of information of product used, quantities of medications administered, expiry dates and batch numbers. The report of findings and facts will be written, along with a summary of all meetings, and any phone conversations which will be sent to the client either in a letter or by email within the timescale agreed.

Dependant on the severity of the incident and possible requirement for follow-up treatment by a doctor, then written consent from the client will be sought prior to sharing information with the doctor.

Content of meetings along with findings will be documented in written notes and attached to the incident record. The facts must be communicated clearly, avoiding confusion, and must not apportion blame or deny responsibility.

When the review is complete, JR Aesthetics will agree any actions required to improve the quality of care and any learning will be applied to improve the safety of clients and effectiveness of the service provided by JR Aesthetics.

Documenting Duty of Candour.

Records of all meetings, telephone calls, emails and letters will be documented in the incident report. This will include any notes made during meetings and the individuals present at the time of the meeting. The following information to be included in the Duty of Candour Incident Report.

Time, place, date and person's name in face-to-face meetings.

Time, date and name of person's name during phone conversations.

Time, date and name of person's name during online video conversations.

Dates of when emails and written correspondence are sent / received.

Questions raised during meetings.

Agreed plan of when follow-up discussions should occur.

Date when incident is closed out – with agreement with from the client.

Time and date letters sent to client's GP.

Time and date Yellow Card submitted on the Yellow Card Scheme.

Scope

This policy applies to employees of JR Aesthetics, current and potential clients, and their chosen representatives.

Data and Information Security

As per the UK Data Protection Act 2018 and GDPR Regulations, client's personal data will be:

- Only accessed where required by business employees
- Stored on paper notes which are kept in a secure filing cabinet
- Stored on a secure business computer which is password protected
- Stored on password protected emails or software
- Stored on devices which has malware and cyber safety protection
- Kept secure and will NOT be shared with any third party unless there is a legitimate legal need (such as a court subpoena)
- Stored on devices where secure and private internet access only is used (no public or shared WIFI will be used)
- Stored on devices where the users are current in Data, Information and GDPR Security Training and follow training and UK legislation and guidance
- Available as per the Freedom of Information Act
- Not processed using automated decision-making software or programs

Clients have the right to:

- be informed about how your data is being used
- access personal data
- have incorrect data updated
- have data erased
- stop or restrict the processing of your data
- data portability (allowing you to get and reuse your data for different services)
- object to how your data is processed in certain circumstances

Data breaches and cyber-attacks will be dealt with as per UK Legislation and clients will be informed of any breaches where personal information may have been accessed.

Further information on data security and cyber security can be found at Cyber Security: A Small Business Guide https://www.ncsc.gov.uk/files/cyber_security_small_business_guide_1.3..pdf which is provided by the National Cyber Security Centre.

Responsibilities

It is the sole responsibility of the JR Aesthetics practitioner who provides treatment to read, understand and follow this policy in its entirety.

It is the responsibility of the business owner, Julie Robertson to ensure that this policy is embedded in practice and that client notes (including consent forms) are stored safely and appropriately.

References

<https://www.gov.scot/publications/organisational-duty-candour-guidance/>

<https://www.gov.scot/policies/healthcare-standards/duty-of-candour/>

<https://www.nmc.org.uk/globalassets/sitedocuments/nmc-publications/openness-and-honesty-professional-duty-of-candour.pdf>