



south ayrshire
health & social care
partnership

GIRVAN OPPORTUNITIES



EASY READ GUIDE TO – DUTY OF CANDOUR

“being open”

WHAT IS 'BEING OPEN'



We try our best to make sure we don't make mistakes.



Sometimes mistakes can happen and may result in service users being harmed in our care.



If we make a mistake we will be open and honest about it and tell you what has happened.

WHAT HAPPENS NEXT?



A full investigation of the incident will be carried out.



A person will meet with you and your family to make sure the things you say are included in the investigation.



We will ask for your consent before sharing information on with anyone else.



It might take weeks or even months to find out what happened. We will always tell you whatever we find out. You will have a named person who will meet with you and you can contact them if you have any questions.

HOW YOU WILL BE TOLD WHAT IS HAPPENING?



The named person will arrange to meet you regularly.



Everything we find out will be put into a report and shared with you.

WILL YOUR COMMENTS BE LISTENED TO?



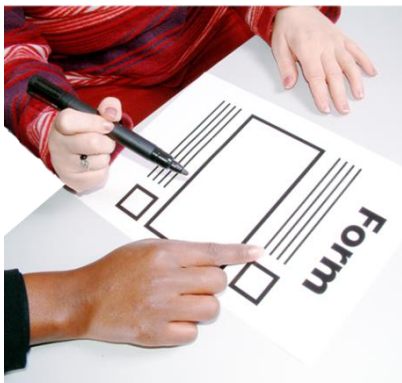
Yes. We need to know what has happened and why it happened so we can stop it happening again.

IF YOU WANT TO MAKE A COMPLAINT



We will always be open with you, but you can still make a formal complaint as well. More information is available on the back of this leaflet.

SUPPORT IS AVAILABLE IF YOU NEED IT



The staff or management team will help you find whatever support you need.

YOUR ONGOING SUPPORT



You might feel worried about talking about your experience with the people who provide your care.



Our staff will always treat you with respect. If you want to receive care from another provider you can make your care manager aware of this.

IMPROVING OUR SERVICE



We can learn from what happened to you whilst you were in our care.

The things we learn will help us to stop it happening again.

SHARING INFORMATION



Information will only ever be shared with people that need to know it.

We will keep your information private.

TO MAKE A COMPLAINT

If you wish to make a complaint please contact:



The Manager
Girvan Opportunities
Carrick Opportunities Centre
Henrietta Street
Girvan
KA26 9AL



Telephone: 01465 712730



Email: careen.rennie@south-ayrshire.co.uk



Care Inspectorate - 0345 600 9527