

BloodWorks Ltd

Policy Suite

Safeguarding Duty of Candour

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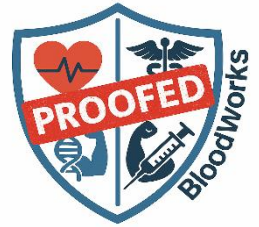
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Applies To All employees, directors, self-employed practitioners, associate clinicians, volunteers, students, contractors, agency workers and anyone representing BloodWorks

Status Live



BloodWorks Ltd

Safeguarding Adults, Children and Chaperone Policy

Document Information

Policy Title	Safeguarding Adults, Children and Chaperone Policy
Policy Category	Clinical Governance
Policy Owner	Registered Manager / Designated Safeguarding Lead
Approved By	Director and Senior Responsible Officer
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Safeguarding at a Glance

Our Commitment

Everyone has the right to live safely, free from abuse, neglect, exploitation and improper treatment. Safeguarding is everyone's responsibility.

Always

- ✓ Put the person's safety and wellbeing first
- ✓ Listen without judgement
- ✓ Take every concern seriously
- ✓ Record facts accurately and promptly
- ✓ Report concerns immediately
- ✓ Respect dignity, privacy and choice
- ✓ Offer a chaperone where appropriate

Never

- ✗ Ignore concerns or assume someone else will act
- ✗ Promise to keep safeguarding concerns secret
- ✗ Delay reporting
- ✗ Investigate concerns yourself
- ✗ Put yourself or others at unnecessary risk
- ✗ Allow personal opinions to influence professional judgement

Responding to a Concern

Recognise

Be alert to signs of abuse, neglect, exploitation or vulnerability.



Respond

Listen calmly, ensure immediate safety and seek help where required.



Record

Make an accurate, factual and contemporaneous record.



Report

Inform the Designated Safeguarding Lead immediately.

If someone is in immediate danger contact 999.

If You're Unsure...

Speak to:
Manager



Registered Manager / Designated Safeguarding Lead



Emergency Services (999) where there is immediate risk to life or safety

1. Statement of Intent

BloodWorks Ltd is committed to protecting the safety, wellbeing and human rights of every person who comes into contact with our organisation. We believe that safeguarding is fundamental to delivering safe, compassionate and person-centred healthcare.

As an independent healthcare provider, BloodWorks recognises that safeguarding extends beyond compliance with legislation. It is embedded within our organisational culture, clinical practice and professional responsibilities. Every interaction with a client presents an opportunity to promote wellbeing, identify vulnerability and protect those who may be experiencing abuse, neglect or exploitation.

This policy establishes the framework through which BloodWorks safeguards children, young people and adults at risk. It also sets out our approach to the appropriate use of chaperones, ensuring consultations and examinations are conducted safely, respectfully and with dignity.

Safeguarding is everyone's responsibility. Every individual representing BloodWorks has a duty to remain professionally curious, recognise potential concerns, respond appropriately and report concerns without delay.

2. Purpose

This policy aims to:

- Protect children, young people and adults at risk from abuse, neglect and exploitation.
- Promote safe, compassionate and person-centred care.
- Define safeguarding responsibilities for everyone working with or representing BloodWorks.
- Ensure safeguarding concerns are recognised, recorded, reported and managed appropriately.
- Support effective partnership working with statutory safeguarding agencies.
- Promote dignity, privacy and respect through the appropriate use of chaperones.
- Ensure compliance with relevant legislation, CQC Fundamental Standards and recognised safeguarding best practice.
- Foster a culture of openness, accountability and continuous learning.

3. Scope

This policy applies to everyone working for or representing BloodWorks, including:

- Employees
- Directors
- Registered healthcare professionals
- Self-employed practitioners

- Associate clinicians
- Volunteers
- Students and trainees
- Agency workers
- Contractors
- Anyone acting on behalf of BloodWorks

The policy applies across all BloodWorks activities including:

- Clinical consultations
- Diagnostic and screening procedures
- Medical prescribing
- Venepuncture and sample collection
- Health assessments
- Body composition assessments
- Community clinics
- Mobile and outreach services
- Home visits where undertaken
- Digital and remote consultations where safeguarding concerns may arise

This policy applies equally to safeguarding:

- Children and young people under the age of 18.
- Adults at risk as defined by the Care Act 2014.
- Individuals experiencing domestic abuse, exploitation, coercive control or modern slavery.
- Individuals at risk of radicalisation.
- Any person whose circumstances suggest they may be vulnerable to harm.

4. Safeguarding Principles

BloodWorks adopts a preventative and person-centred approach to safeguarding. We recognise that effective safeguarding depends upon professional curiosity, early intervention and collaborative working.

Our safeguarding practice is underpinned by the following principles.

Empowerment

People should be supported and encouraged to make informed decisions wherever they have the capacity to do so. We respect individual rights, promote independence and involve people in decisions affecting their lives.

Prevention

Preventing abuse is preferable to responding after harm has occurred. BloodWorks promotes early identification of concerns and proactive intervention wherever possible.

Protection

Those who are unable to protect themselves have the right to appropriate support and timely intervention.

Proportionality

Responses should be appropriate to the level of identified risk, balancing individual rights with the need to protect people from harm.

Partnership

Safeguarding is most effective when organisations work together. BloodWorks works collaboratively with local authorities, healthcare providers, emergency services and safeguarding partnerships where appropriate.

Accountability

Safeguarding decisions must be transparent, evidence-informed and appropriately documented. Everyone is accountable for their own actions and professional responsibilities.

Professional Curiosity

Staff should remain professionally curious when something appears unusual, inconsistent or concerning. A single concern may appear insignificant in isolation but may indicate a wider safeguarding issue when viewed alongside other information.

5. Recognising Safeguarding Concerns

Abuse and neglect can affect anyone regardless of age, gender, disability, ethnicity, religion, sexual orientation or social circumstances. Safeguarding concerns may present in obvious or subtle ways and staff should remain vigilant throughout every client interaction.

Potential indicators may include unexplained injuries, repeated attendance with inconsistent explanations, significant behavioural change, fearfulness, signs of coercion or controlling relationships, poor personal care, untreated medical conditions, financial exploitation, neglect, malnutrition, unsafe living conditions or disclosures made directly or indirectly.

BloodWorks recognises that safeguarding concerns may relate to:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse

- Financial or material abuse
- Neglect and acts of omission
- Self-neglect
- Domestic abuse
- Coercive or controlling behaviour
- Modern slavery
- Criminal exploitation
- Sexual exploitation
- Organisational abuse
- Discriminatory abuse
- Online abuse
- Radicalisation and extremism

Staff are not expected to determine whether abuse has occurred. Their responsibility is to recognise concerns, respond appropriately and report them without delay.

Clients may disclose abuse directly, indirectly or through changes in behaviour. Others may never disclose concerns despite obvious indicators of risk. Professional judgement, compassion and vigilance should guide every interaction.

6. Responding to Safeguarding Concerns

Every safeguarding concern must be taken seriously, regardless of how minor it may initially appear. Staff are not expected to investigate concerns or determine whether abuse has occurred; their responsibility is to recognise concerns, respond appropriately, record factual information and report concerns promptly.

BloodWorks follows a simple four-stage safeguarding response:

Recognise

Remain alert to signs of abuse, neglect, exploitation or vulnerability. Concerns may arise through observation, disclosure, professional judgement or information received from another person.

Respond

Where a concern is identified:

- Remain calm and professional.
- Listen carefully without interruption or judgement.
- Reassure the individual that they have done the right thing by speaking to you.
- Do not ask leading questions or attempt to investigate.
- Never promise confidentiality. Explain that information may need to be shared to keep them safe.
- Consider whether immediate medical treatment or emergency assistance is required.

If a person is in immediate danger, contact **999** before undertaking any other action.

Record

Make an accurate, factual and contemporaneous record as soon as possible, including:

- Date and time.
- Names of those involved.
- What was observed.
- What was said, using the person's own words wherever possible.
- Actions taken.
- Any immediate risks identified.

Records should be objective, avoiding personal opinions or assumptions.

Report

All safeguarding concerns must be reported immediately to the Designated Safeguarding Lead (DSL) or, in their absence, the Deputy Designated Safeguarding Lead.

Where delay would place someone at risk of significant harm, staff should contact the appropriate statutory agency or emergency services immediately before informing the DSL.

No member of staff will be criticised for raising a genuine safeguarding concern in good faith.

7. Designated Safeguarding Lead (DSL)

BloodWorks appoints a Designated Safeguarding Lead (DSL) to provide strategic leadership and operational oversight for safeguarding across the organisation.

The Registered Manager acts as the Designated Safeguarding Lead.

The Director acts as Deputy Designated Safeguarding Lead and assumes responsibility during the absence of the DSL.

The DSL is responsible for:

- Providing safeguarding leadership throughout the organisation.
- Receiving and assessing safeguarding concerns.
- Making referrals to statutory agencies where appropriate.
- Maintaining the Safeguarding Register.
- Liaising with local safeguarding partnerships, healthcare providers, the Care Quality Commission and other relevant agencies.
- Ensuring safeguarding concerns are managed appropriately and proportionately.
- Supporting staff involved in safeguarding matters.
- Maintaining safeguarding policies and procedures.
- Monitoring safeguarding performance through governance arrangements.
- Ensuring organisational learning is identified and shared.

8. Chaperones

BloodWorks is committed to providing consultations and examinations that promote dignity, privacy, respect and personal choice.

A chaperone provides reassurance to clients, supports professional practice and protects both the client and practitioner throughout consultations involving physical examination or procedures.

Offering a Chaperone

A chaperone should be offered whenever a consultation or procedure involves:

- Physical examination.
- Personal contact.
- Removal or adjustment of clothing.
- Venepuncture where requested.
- Body composition assessment involving physical measurements.
- Any procedure the client may consider sensitive.
- Any situation where either the practitioner or client would benefit from additional reassurance.

Clients may request a chaperone at any stage of their care.

Where reasonably practicable, BloodWorks will accommodate requests for a same-sex chaperone.

If an appropriate chaperone is unavailable and the client wishes one to be present, the appointment may be rearranged without disadvantage to the client.

Responsibilities of the Chaperone

An approved chaperone should:

- Introduce themselves to the client.
- Explain their role.
- Remain present throughout the agreed procedure.
- Respect confidentiality.
- Observe professional conduct.
- Raise any concerns immediately if they believe a client's safety or dignity is compromised.

Family members or friends may accompany clients for emotional support but are not normally regarded as formal chaperones.

Recording Chaperones

The clinical record should document:

- Whether a chaperone was offered.
 - Whether the offer was accepted or declined.
 - The name and role of the chaperone.
 - Any relevant cultural or religious preferences expressed by the client.
-

9. Information Sharing and Confidentiality

BloodWorks recognises that effective safeguarding depends upon timely and appropriate information sharing.

Personal information will only be shared where it is lawful, necessary, proportionate and in the public interest to protect an individual from harm.

Staff should never promise absolute confidentiality when safeguarding concerns are disclosed.

Information may be shared without consent where:

- A child is at risk of significant harm.
- An adult is at risk of abuse or neglect.
- A serious crime may have been committed.
- Disclosure is required by law.
- Immediate action is necessary to protect life.

All safeguarding information will be handled in accordance with:

- UK GDPR
- Data Protection Act 2018
- Caldicott Principles
- BloodWorks Confidentiality and Information Governance Policy

Safeguarding records will be maintained securely with access restricted to authorised personnel.

10. Training and Competence

BloodWorks is committed to ensuring that everyone understands their safeguarding responsibilities.

All individuals working for or representing BloodWorks must:

- Complete safeguarding training appropriate to their role during induction.

- Undertake refresher safeguarding training at least annually.
- Understand local safeguarding procedures.
- Understand how to recognise safeguarding concerns.
- Know how to report concerns appropriately.
- Complete additional training where their professional role requires it.

The Designated Safeguarding Lead and Deputy Designated Safeguarding Lead will maintain safeguarding knowledge and competence appropriate to their responsibilities.

Training records will be monitored through the organisation's governance arrangements.

11. Responsibilities

Director

The Director will:

- Ensure appropriate safeguarding governance arrangements are in place.
- Provide organisational oversight.
- Promote a culture where safeguarding is prioritised.
- Support the Designated Safeguarding Lead.

Registered Manager / Designated Safeguarding Lead

The Registered Manager will:

- Maintain overall responsibility for safeguarding.
- Manage safeguarding concerns.
- Liaise with statutory agencies.
- Ensure referrals are made appropriately.
- Maintain safeguarding records.
- Monitor safeguarding performance.
- Promote organisational learning.

Managers

Managers will:

- Support staff to fulfil safeguarding responsibilities.
- Promote safe working practices.
- Escalate concerns promptly.
- Ensure staff complete required training.

Everyone Representing BloodWorks

Everyone working for or representing BloodWorks must:

- Read and comply with this policy.
 - Complete mandatory safeguarding training.
 - Remain alert to safeguarding concerns.
 - Report concerns immediately.
 - Maintain professional boundaries.
 - Protect the dignity, rights and wellbeing of every individual.
 - Cooperate with safeguarding investigations where required.
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12. Monitoring and Review

Compliance with this policy will be monitored through:

- Safeguarding audits.
- Governance meetings.
- Incident reporting.
- Clinical supervision.
- Complaints and compliments.
- Training compliance.
- Clinical record audits.
- Quality Improvement Plans.
- Learning reviews following safeguarding incidents.

Themes, trends and lessons learned will be reviewed through the BloodWorks governance framework to support continuous improvement.

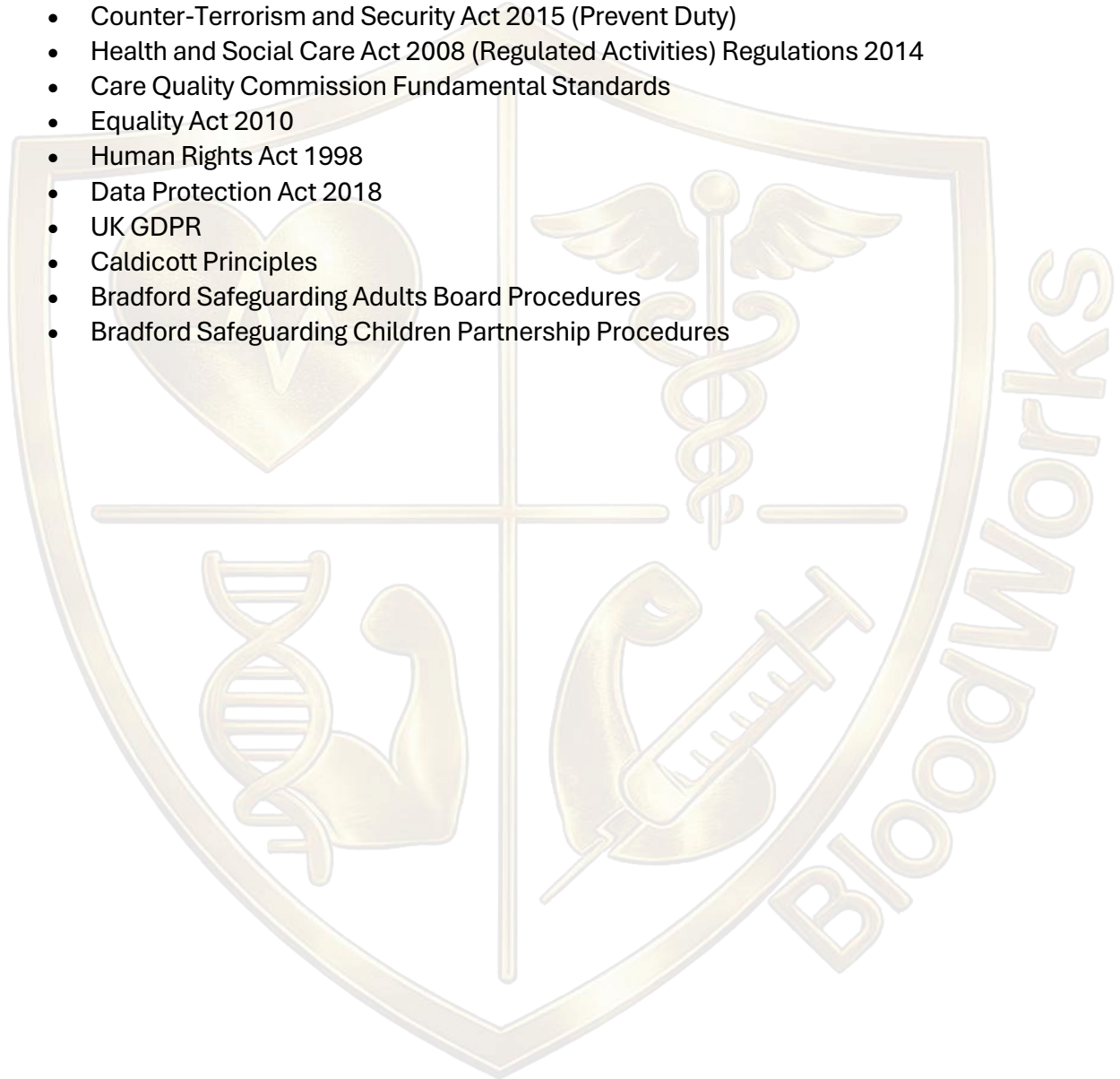
This policy will be reviewed annually, or sooner where legislative, regulatory or organisational changes require.

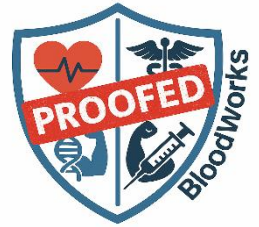
Related Policies

- Code of Conduct, Professional Standards and Values Policy
 - Professional Boundaries Policy
 - Equality, Diversity and Inclusion Policy
 - Recruitment, Credentialing and Workforce Development Policy
 - Confidentiality and Information Governance Policy
 - Incident Reporting Policy
 - Speaking Up (Whistleblowing) Policy
 - Health and Safety Policy
 - Consent Policy
 - Mental Capacity Policy
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References

- Care Act 2014
- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children (2023)
- Care and Support Statutory Guidance
- Mental Capacity Act 2005
- Counter-Terrorism and Security Act 2015 (Prevent Duty)
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Care Quality Commission Fundamental Standards
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018
- UK GDPR
- Caldicott Principles
- Bradford Safeguarding Adults Board Procedures
- Bradford Safeguarding Children Partnership Procedures





BloodWorks Ltd

Duty of Candour Policy

Document Information

Policy Title	Duty of Candour Policy
Policy Category	Clinical Governance
Policy Owner	Registered Manager
Approved By	Director
Version	2.0
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Review Date	29.06.27
Review Frequency	Annual
Applies To	All employees, clinicians, contractors, volunteers, students and anyone representing BloodWorks Ltd
Status	Approved

Duty of Candour at a Glance

Our Commitment

BloodWorks is committed to being open, honest and transparent whenever something goes wrong.

We will always communicate with compassion, apologise where appropriate, explain what has happened, support those affected and use every incident as an opportunity to learn and improve.

We Will Always

- ✓ Put the wellbeing of our clients first.
- ✓ Be honest when things go wrong.
- ✓ Communicate promptly and compassionately.
- ✓ Offer a meaningful apology.
- ✓ Keep accurate records.
- ✓ Learn from incidents.
- ✓ Support everyone involved.

We Will Never

- X Hide mistakes.
- X Delay informing people unnecessarily.
- X Alter records.
- X Mislead clients.
- X Blame individuals before understanding what happened.
- X Miss opportunities to improve our services.

Our Approach

Incident



Make Safe



Inform



Apologise



Investigate



Learn



Improve

1. Statement of Intent

BloodWorks Ltd believes that openness, honesty and transparency are fundamental to safe, high-quality healthcare.

Whilst every effort is made to deliver safe, effective and evidence-informed services, we recognise that mistakes can occur within any healthcare organisation. When they do, our responsibility extends beyond managing the immediate situation. We are committed to communicating openly with those affected, offering a sincere apology where appropriate, understanding why the incident occurred and taking meaningful action to reduce the likelihood of recurrence.

We fully support both the statutory Duty of Candour under Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the wider professional duty of candour expected of healthcare professionals.

Our approach promotes openness, accountability and continual improvement while fostering a Just Culture that supports learning rather than blame.

2. Purpose

The purpose of this policy is to:

- Promote openness, honesty and transparency throughout BloodWorks.
 - Ensure compliance with the statutory Duty of Candour.
 - Provide a consistent approach to managing notifiable safety incidents.
 - Ensure individuals affected by incidents receive timely, accurate and compassionate communication.
 - Promote learning and continual quality improvement.
 - Support staff to respond appropriately when incidents occur.
 - Maintain public confidence in BloodWorks services.
-

3. Scope

This policy applies to everyone working for or representing BloodWorks Ltd, including:

- Directors
- Registered Manager
- Employees
- Clinicians
- Associate Practitioners
- Contractors
- Volunteers
- Students and Trainees

The policy applies across all regulated activities and services delivered by BloodWorks, including:

- Health consultations
- Blood testing
- Diagnostic screening
- Body composition assessments
- Venepuncture
- Prescribing services
- Digital consultations
- Community clinics
- Outreach services

The principles within this policy apply whenever an incident occurs that may have caused, or has the potential to cause, harm to a person receiving our services.

4. Our Duty of Candour Principles

BloodWorks is committed to six core principles that underpin our approach.

We are Open

We communicate honestly, promptly and respectfully whenever something goes wrong.

We Apologise

A genuine apology demonstrates empathy, compassion and accountability. Offering an apology is not an admission of legal liability.

We Support

We provide appropriate information, reassurance and ongoing support to individuals affected by an incident and to the staff involved.

We Learn

Every incident provides an opportunity to understand what happened and strengthen our systems.

We Improve

Learning is translated into action through changes in practice, governance and quality improvement.

We Record

All incidents, communications and learning are documented accurately, securely and in accordance with organisational policies.

5. What is a Notifiable Safety Incident?

A notifiable safety incident is an unintended or unexpected incident that occurs during the provision of a regulated activity and results in, or could result in, moderate harm, severe harm or death.

Examples within BloodWorks may include:

- Incorrect laboratory results being issued.
- Sample identification or labelling errors.
- Failure to communicate clinically significant abnormal findings.
- Incorrect clinical advice resulting in avoidable harm.
- Significant delays in communicating urgent results.
- Breaches of confidentiality involving identifiable health information.
- Equipment failures affecting clinical decision-making.
- Medication or prescribing errors where these result in harm.

Minor incidents or near misses that do not meet the statutory threshold remain important and must still be reported, investigated and reviewed under the Incident Reporting and Learning Policy.

6. Responding to a Notifiable Safety Incident

Where a notifiable safety incident is identified, BloodWorks will respond promptly and proportionately.

Our response follows eight key stages:

1. Make Safe

Take immediate action to protect the individual and prevent further harm.

2. Notify

Inform the Registered Manager without delay.

3. Assess

Determine whether the incident meets the statutory Duty of Candour threshold.

4. Inform

Explain the incident to the affected individual or their representative as soon as reasonably practicable.

5. Apologise

Offer a sincere and meaningful apology.

6. Investigate

Undertake a fair and proportionate review to establish what happened and identify learning.

7. Record

Maintain accurate records of the incident, communications and actions taken.

8. Review

Implement improvements and monitor their effectiveness through governance processes.

7. Communicating with Clients

Communication following an incident should always be timely, compassionate and respectful.

The Registered Manager, or an appropriately delegated senior clinician, will ensure that the affected individual (or their representative):

- receives a truthful explanation of what is currently known;
- is informed of the actual or potential impact of the incident;
- receives a meaningful apology;
- is kept informed of the investigation where appropriate;
- receives written confirmation of discussions and agreed actions; and
- is provided with contact details for any further questions or support.

Information will always be presented in a manner that is clear, accessible and appropriate to the individual's communication needs.

8. Supporting Staff – A Just Culture

BloodWorks recognises that healthcare incidents can also have a significant emotional impact on staff involved.

We are committed to promoting a Just Culture that encourages openness, learning and continuous improvement.

Human error will normally be managed through support, reflection and learning rather than blame.

Where unsafe practice results from gaps in knowledge, systems or training, the organisation will seek to address these through education, supervision and service improvement.

Deliberate misconduct, reckless behaviour or intentional breaches of professional standards will be managed through appropriate organisational procedures.

Everyone should feel confident to report incidents and near misses without fear of unfair criticism.

9. Roles and Responsibilities

Director

The Director has overall accountability for ensuring that BloodWorks maintains an open, honest and transparent culture that supports compliance with the Duty of Candour.

The Director will:

- Promote a culture of openness and continuous improvement.
- Ensure appropriate governance arrangements are in place.
- Receive assurance that notifiable safety incidents are managed appropriately.
- Review significant incidents and organisational learning.
- Ensure sufficient resources are available to support safe, high-quality care.

Registered Manager

The Registered Manager has operational responsibility for implementing this policy and ensuring compliance with the statutory Duty of Candour.

The Registered Manager will:

- Assess whether incidents meet the threshold for a notifiable safety incident.
- Ensure affected individuals are informed promptly.
- Ensure meaningful apologies are provided where appropriate.
- Oversee investigations and learning reviews.
- Maintain the Duty of Candour Register.
- Ensure all communications are documented appropriately.
- Report significant incidents through governance arrangements.
- Promote a Just Culture throughout the organisation.

Clinicians and Healthcare Professionals

All clinicians are expected to practise in accordance with both their professional and statutory duties of candour.

They must:

- Report incidents, near misses and concerns immediately.
- Cooperate fully with investigations.
- Provide accurate factual accounts.
- Communicate honestly and professionally with clients.
- Participate in reflective learning and service improvement.
- Maintain accurate clinical records.

Everyone Representing BloodWorks

Everyone working for or representing BloodWorks has a responsibility to:

- Work openly and honestly.
 - Report incidents without delay.
 - Cooperate with investigations.
 - Maintain accurate records.
 - Protect confidentiality.
 - Participate in learning and quality improvement.
 - Raise concerns where they believe this policy is not being followed.
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10. Recording, Governance and Learning

All notifiable safety incidents and Duty of Candour disclosures will be recorded in accordance with BloodWorks' governance arrangements.

Records should include:

- Date and nature of the incident.
- Individuals involved.
- Assessment of harm.
- Details of discussions with the affected individual.
- Copies of written communications.
- Actions taken.
- Learning identified.
- Improvements implemented.
- Date of case closure.

The Registered Manager will maintain a Duty of Candour Register to ensure all statutory requirements have been met and that organisational learning is captured.

Duty of Candour cases will be reviewed alongside:

- Incident reports.
- Complaints and compliments.
- Clinical audits.
- Risk assessments.
- Significant event reviews.
- Governance meetings.
- Quality Improvement Plans.

Themes and trends will be monitored to identify opportunities for improving patient safety, clinical effectiveness and organisational performance.

Learning arising from incidents will be shared appropriately with staff to support continuous improvement while maintaining confidentiality where required.

11. Training and Competence

BloodWorks is committed to ensuring that everyone understands their responsibilities under the Duty of Candour.

All staff, clinicians, contractors and volunteers will receive appropriate training during induction and refresher training thereafter, appropriate to their role.

Training will include:

- The statutory Duty of Candour.
- The professional duty of candour.
- Recognising notifiable safety incidents.
- Effective communication following incidents.
- Delivering meaningful apologies.
- Documentation requirements.
- Learning from incidents.
- Promoting a Just Culture.

The Registered Manager will ensure that training records are maintained and monitored through the organisation's governance framework.

12. Monitoring and Review

Compliance with this policy will be monitored through:

- Review of the Duty of Candour Register.
- Incident reporting trends.
- Complaints and compliments.
- Clinical governance meetings.
- Audit of incident documentation.
- Audit of client communications.
- Training compliance.
- Feedback from clients and staff.
- Internal quality assurance activities.

Findings will be used to strengthen organisational learning and support continual improvement.

This policy will be reviewed annually, or sooner if there are changes to legislation, regulatory requirements or following any significant incident that identifies the need for policy revision.

Related Policies

- Code of Conduct, Professional Standards and Values Policy
 - Incident Reporting and Learning Policy
 - Complaints and Compliments Policy
 - Risk Management Policy
 - Safeguarding Adults, Children and Chaperone Policy
 - Health and Safety Policy
 - Information Governance and Confidentiality Policy
 - Consent Policy
 - Clinical Record Keeping Policy
 - Whistleblowing (Speaking Up) Policy
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References

- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 20 (Duty of Candour)
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 12 (Safe Care and Treatment)
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 17 (Good Governance)
- Care Quality Commission (CQC) Fundamental Standards
- NHS England – *Being Open: Communicating Patient Safety Incidents*
- General Medical Council – *Openness and Honesty When Things Go Wrong: The Professional Duty of Candour*
- Nursing and Midwifery Council – *The Code*
- Health and Care Professions Council – *Standards of Conduct, Performance and Ethics*

Policy Statement

BloodWorks Ltd is committed to creating an organisational culture in which openness, honesty and learning are integral to the delivery of safe, effective and compassionate healthcare.

We believe that responding openly when things go wrong is fundamental to maintaining trust, improving quality and protecting those who use our services. Every incident presents an opportunity to learn, strengthen our systems and improve the care we provide.

By embedding the principles of the Duty of Candour throughout our organisation, BloodWorks aims not only to meet its statutory obligations but also to demonstrate the professionalism, integrity and accountability expected of an independent healthcare provider.

