



St. Michael's House Open Disclosure Policy



This booklet has Easy to Read information on Open Disclosure.

Open Disclosure means you are told when something goes wrong with your care.

What is this information about?



This information is about the Open Disclosure policy.



Open Disclosure means you are told if something goes wrong or someone makes a mistake with your care.



This policy was written by the Quality and Safety Department in St. Michael's House.
Quality means checking if something is good or bad.



A policy is a set of rules.
Everyone in St. Michael's House has to follow these rules.

What is this information about?



An important part of Open Disclosure is how staff communicate with you and give you information.



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



Open Disclosure can be about saying sorry.
Managers and staff in St. Michael's House should know when and how to say sorry to you.



All staff in St. Michael's House will be told about the Open Disclosure policy.

What can go wrong?



There are different ways that things might go wrong with your care:



Harm - this is when someone is hurt or when people think that someone is hurt.

For example, if a staff member did not move a person in the right way and they fell and hurt themselves.



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.

What can go wrong?



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

For example, if a staff member washed the floor but forgot to put out the warning sign.

If a staff member carried a takeaway hot coffee with no lid through a busy room.

Do I have any rights when it comes to Open Disclosure?



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.



Staff in St. Michael's House must tell you.



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

Do I have any rights when it comes to Open Disclosure?



You should be given a chance to think about the information.



You should be told what happened.



You should be told what will happen next and what will be done to make things better.



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

Do I have any rights when it comes to Open Disclosure?



You have the right to be cared for and to have medical help if you have been hurt.



This might mean help from staff if it is a small injury, or from a doctor or hospital if it is more serious.

How will staff give me information?



Staff will communicate information in the best way for you.

This could be words, Lámh signs, photos, pictures, symbols or things.



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.



They will treat you as an adult.

How will staff give me information?

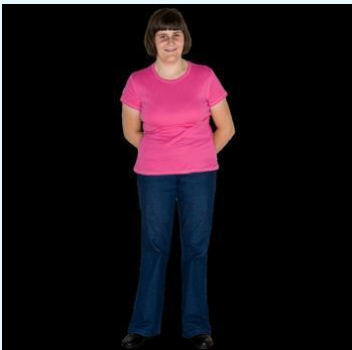


Staff will answer your questions.



They will be kind.

They will take time to sit and talk to you.



Staff will support you to understand information if there is a meeting.

Meetings will usually be with you and your supporter.

The Open Disclosure meeting



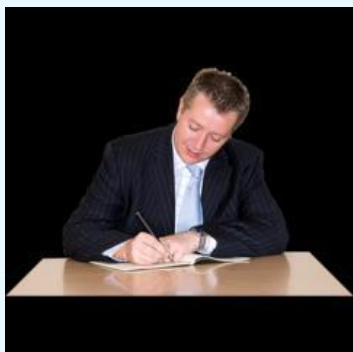
There might need to be a meeting if something goes wrong or a mistake is made.



Staff in St. Michael's House will organise the meeting.

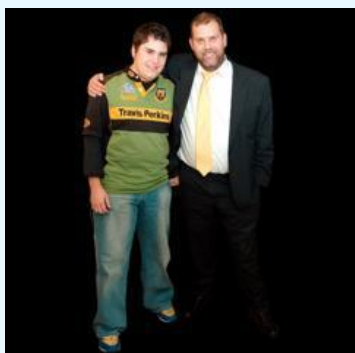


They will gather information for the meeting.

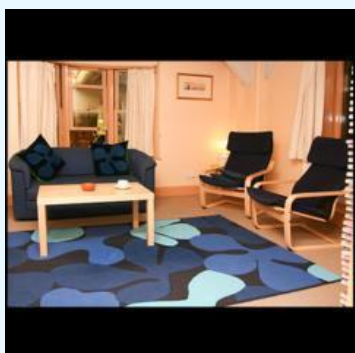


Staff will tell you about the meeting first.
You might be sent a letter.
The letter should have your name on it and be written in a way you understand.

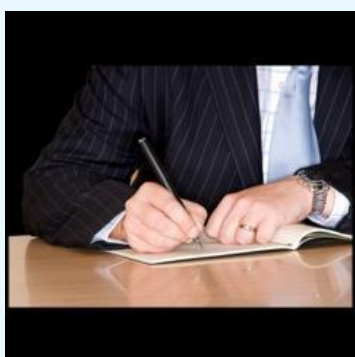
The Open Disclosure meeting



If you agree, staff might invite other people that are important to you to the meeting.
For example, your family.



The meeting will be in a place where you feel comfortable.
For example, your home, day service, or community.

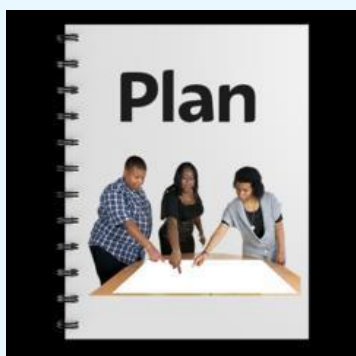


Staff will keep notes from the meeting.
You will get a copy of these in a way that you can understand.



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

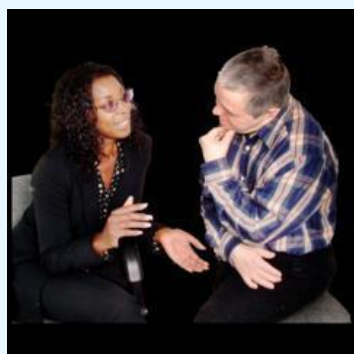
The Open Disclosure Meeting



Staff will need to make a plan.
This should make sure it doesn't happen again and say how to make things better.



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 someone from the clinic.



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

What will St. Michael's House do?



St. Michaels House will give training to staff so they understand the Open Disclosure Policy.



St. Michael's House will support staff to say sorry if something goes wrong or a mistake is made.



St. Michael's House will help staff to understand the laws on Open Disclosure.



St Michaels House will keep checking this policy and will make changes to make things better.



This information is from St. Michael's House



The Information Transformers helped to put this Easy to Read booklet together

