

**Duty of Candour**

**Understanding the Duty of Candour**
There are two forms of duty of candour: **statutory** and **professional**. Both are designed to ensure that healthcare providers remain open, honest, and transparent with patients—regardless of whether something has gone wrong.

The **professional duty** is overseen by regulatory bodies such as the **Nursing and Midwifery Council (NMC)**, while the **statutory duty** is a legal requirement for all registered healthcare providers.

At Bond Well-Being Services Ltd, we are committed to delivering high-quality, patient-centred care in collaboration with our health and social care partners. While we always strive to provide a first-class service, we acknowledge that, on rare occasions, things may not go as planned.

Bond Well-Being Services Ltd is registered with and regulated by the **Care Quality Commission (CQC)** and the **Nursing and Midwifery Council**. In accordance with **Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**, we commit to:

* Promoting a culture of openness and honesty at all levels of our organisation
* Notifying patients promptly when a safety incident has occurred that may affect them
* Providing a clear, honest, and written explanation of what happened, including details of any investigations or findings

If you would like to discuss our Duty of Candour policy in more detail, please email us at **bondhealthservices@gmail.com**