
WELSH STATUTORY INSTRUMENTS

2023 No. 274

The Duty of Candour Procedure (Wales) Regulations 2023

In-person notification

4.—(1) On first becoming aware of a notifiable adverse outcome, a responsible body must notify the relevant person in accordance with this regulation.

(2) Notification under paragraph (1) must be by in- person communication.

(3) The notification under paragraph (1) must include—

- (a) an account of the circumstances of the notifiable adverse outcome, in so far as the responsible body is aware of the facts at the date the notification is provided to the relevant person,
- (b) the reason that the responsible body considers that the conditions set out in section 3(2) and (3) of the Act have been met,
- (c) an apology,
- (d) the name and contact details of the person at the responsible body nominated as the point of contact for the relevant person in respect of the candour procedure,
- (e) an explanation of the actions that the responsible body or the provider will take, and further enquiries that the responsible body or the provider will carry out, to investigate the circumstances of the notifiable adverse outcome, including any actions to be taken under the 2011 Regulations,
- (f) details of any services or support which the responsible body reasonably considers may provide assistance to the relevant person, taking into account the relevant person's needs, and
- (g) where the notification under paragraph (1) is made later than 30 working days after the responsible body first became aware of the notifiable adverse outcome, an explanation of the reason for the delay.

(4) In this regulation, “in-person communication” means communication that is made by telephone call, audio-visual communication or a face-to-face meeting.