



The Duty of Candour

Guide for patients and carers

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LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family

The Duty of Candour guide for patients and carers

What is the Duty of Candour?

LOROS has always been committed to being open and honest with patients and their families when things go wrong.

The Duty of Candour is a new law which means that we, as a healthcare provider, must be open and honest with our patients and families. It came into force on 27th November 2014.

One of the main aims of the Duty of Candour is to make sure that you have the confidence in us to be honest with you about your care and treatment, especially if there are problems.



What incidents are affected by the Duty of Candour?

Duty of Candour applies when there has been a 'notifiable safety incident'. This is a serious incident which has resulted in either:

- Moderate or severe harm to the patient
- Prolonged psychological harm to the patient
- A patient's death

Moderate harm is when there is a short term impact on a patient as a result of an unexpected or unintended incident. This may result in the need for an increase in treatment, an unplanned readmission, extra time in the hospice as an inpatient or outpatient, cancelling of treatment or transfer to another treatment area (such as intensive care).

Severe harm is when there has been a permanent impact or lessening of functions that is related directly to the incident. Prolonged psychological harm is psychological harm which is experienced or is likely to be experienced for a continuous period of at least 28 days.

What should you expect from us?

Although we always endeavour to prevent incidents from occurring, unfortunately, there are times when something may happen that is detrimental to your care. On those occasions we will:

- Tell you and/or your family what has happened and apologise
- Provide you and/or your family with a full and true account of all the known facts
- Explain any immediate actions taken to address the consequences of the incident and advise what else we intend or need to do
- Provide reasonable support to you and/or your family
- Share our findings with you and/or your family
- Identify the cause(s) of the incident
- Let you/and or your family ask any questions
- Undertake further investigation and then write to you/or your family to confirm the information already provided to date, plus the outcome of the investigation and offer a further apology
- Offer a follow up meeting if required to discuss the outcome of the investigation

Why was the Duty of Candour introduced?

In 2013, Robert Francis QC published his report into failings at Mid-Staffordshire NHS Foundation Trust.



He made many recommendations for change throughout the NHS. One of his recommendations was for a statutory Duty of Candour, which has now come into force.

Who has to comply with the Duty of Candour?

The Duty of Candour applies to all providers of healthcare who are registered with the Care Quality Commission.

Can I still make a complaint?

The Duty of Candour does not affect your right to complain. You can make a formal complaint if you are not happy with any aspect of your care, even if your concerns are not affected by the Duty of Candour.

This leaflet is updated regularly. For the most up-to-date information please visit loros.co.uk/care

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities.

In case of comments or complaints, please contact:

Chief Executive, or Director of Care Services

LOROS, Groby Road, Leicester LE3 9QE

or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

Alternative language copies available

Please contact the Patient Experience Lead PA on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો કૃપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સ્પેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜેવર તુમ્હી ઇસ જાણકારી નું કિસે હોર ડાસ્ટા જાં પ્રારૂપ વિંચર પ્રાપ્ત કરના ચાહુંદે હો તાં કિરપા કરવે રોગી અનુભવ પ્રતીનિયી PA નાલ 0116 231 8435 ટેલીફોન નંબર તે સંપરક કરો।

Haddii aad ku dooneysyo macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriir Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

આપનિ અન્ય કોનો ભાષા વા ફરમાટે એ ઉંશ પેટે છાયેલ અનૂશેષ કરો 0116 231 8435 ટોલિફોન નંબરે પ્યાસેન્ટ એક્સ્પેરીયન્સ લીડ સિન્ટ-ટે યોગાયોગ કર્નું

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پیش نئیں لیڈ کرے
PA سے اس فون نمبر پر بات کریں 0116 231 8435

LOROS Groby Road, Leicester LE3 9QE

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