



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 law which means that we, as a healthcare provider, must be open and honest with our patients and families. It came into force in 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.
- 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.



In case of comments or complaints, please contact:

Chief Executive, or Director of Care Services,
LOROS Groby Road, Leicester LE3 9QE

You can also contact the Health Service Ombudsman at: ombudsman.org.uk/about-us/contact-us or contact their Helpline: 0345 015 4033

The Care Quality Commission has a responsibility for checking every care provider that is registered meets important standards of quality and safety. Even though they cannot look into individual complaints they would like to hear from you about your experience.

You can write to them at: Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA or Telephone them on: 03000 616161 or visit their website at: cqc.org.uk

If you would like this information in another language or format, please telephone (0116) 231 8435 or email info@loros.co.uk

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Jeśli chcesz uzyskać te informacje w innym języku lub formacie, np. Easy Read lub Braille'a, zadzwoń pod numer 0116 231 8435 lub wyślij e-mail na adres info@loros.co.uk

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