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
If you would like this information in another language or format, please contact the Patient Experience Lead PA on 0116 231 8435

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The Duty of Candour
Guide for patients and carers

LOROS
Groby Road, Leicester LE3 9QE
(0116) 231 3771
info@loros.co.uk

LOROS Hospice
loros.co.uk

Registered Charity No: 506120
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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 has been a moderate increase in treatment and unplanned return to surgery, unplanned readmission, a prolonged episode of care, extra time in hospital or 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 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. One 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 and/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 apply 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.