



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 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
- 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 Patient Services & Clinical Quality via email to info@loros.co.uk or by post to the address at the end of this leaflet.

You can also contact the Health Service Ombudsman at:

<https://www.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, Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA or Telephone them on: 03000 616161 or visit their website at: cqc.org.uk

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.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231.8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriir

Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435

টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

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

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