



What is the Duty of Candour?

The Duty of Candour is a statutory (legal) duty which means that we, as a healthcare provider, must be open and honest with our patients and families when something goes wrong that appears to have caused or could lead to significant harm in the future.

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

The Duty of Candour ensures that you have the confidence in us to be honest with you about your care and treatment, especially if there are problems. This leaflet explains what to expect if such an incident occurs.

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

In other words, the organisation must tell you about any incident where the care or treatment may have gone wrong and appears to have caused significant harm, or has the potential to result in significant harm in the future.



What incidents are affected by the Duty of Candour?

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

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 Officer, or Director of Clinical Services, Treetops Hospice Care, Derby Road, Risley, Derbyshire DE72 3SS, or
- Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

Treetops Hospice Care, Derby Road, Risley, Derbyshire, DE72 3SS

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