

**THE MOST IMPORTANT  
THING WE DO IS PROVIDE  
THE BEST HEALTHCARE  
AND MEDICAL SERVICES  
FOR OUR PATIENTS  
IN A CARING AND TIMELY WAY**

For any further information on our services, please call our booking office number on

0113 249 4655

or email us on

email@livingcare.co.uk

where our friendly and efficient staff will do their very best to assist you



**YOU CAN FIND ALL INDIVIDUAL CLINIC MAPS,  
DIRECTIONS AND BUS ROUTES ON  
[WWW.LIVINGCARE.CO.UK](http://WWW.LIVINGCARE.CO.UK)  
UNDER 'PATIENTS'**



LivingCare is the trading name for Fountain Diagnostic Limited and Leodis Care Limited. Fountain Diagnostic Limited whose registered office is at 96 Marsh Lane, Leeds LS9 8SR and registered number is 05814528. Leodis Care Limited whose registered office is at 5-7 East Park Road Leeds LS9 9JD and registered number is 06442564



**A GUIDE  
FOR  
PATIENTS**

*DUTY OF CANDOUR*

**WHAT IT MEANS FOR YOU.**



## WHAT IS DUTY OF CANDOUR?

New rules to toughen transparency in NHS organisations to increase patient confidence within the delivery of care has resulted in the Government creating Statutory Regulations relating to Duty of Candour.

Candour means frankness, openness and honesty. The aim of the regulation is to ensure that providers of healthcare, like hospitals, are open and honest with patients when things go wrong with their care and treatment.

To meet the requirements of the regulation, a provider has to:

- Make sure it has an open and honest culture across and at all levels within its organisation.
- Tell patients in a timely manner when particular incidents have occurred.
- Provide in writing a truthful account of the incident and an explanation about the enquiries and investigations that organisation will carry out.
- Offer an apology in writing.
- Provide reasonable support to the person after the incident.

The regulations apply to the patient themselves and, in certain situations, to people acting on their behalf, for example when something happens to a child- or to a person over the age of 16 who lacks the capacity to make decisions about their care.

## HOW OUR STAFF COMPLY WITH DUTY OF CANDOUR.

We will tell someone if they have been involved in an incident or we suspect they have been involved in an incident that has/may cause them harm, as a result of care that we have provided or failed to provide, whilst in our services.

Staff will report the incident via our incident reporting process. This informs the registered manager and those corporately responsible for managing risk that an incident has occurred. The investigation will establish the root cause of the issues, i.e. how it happened, why it happened and how to prevent it happening again.

## WHAT WE ARE DOING TO ENSURE DUTY OF CANDOUR TAKES PLACE.

- Any incident that scores a moderate harm (or above) will be handled through the duty of candour process.
- We will ensure that the patient/service user/family member is informed within 48 hours of confirming the risk score.
- We will as far as possible ensure that this initial notification is given face to face and is accompanied with an offer of written notification.
- We will apologise and document this.
- We will provide all the facts, but will not speculate.
- We will ensure that we fully document all meetings/conversations with the patient/service user and family, and file this for future reference along with any documentation of staff interviews and meetings about the incident.
- We will ensure that the final investigation is shared with the patient/service user/family member as soon as possible after completion.
- We will be monitored on our contractual obligations to comply with duty of candour by our commissioners as part of our monthly performance meetings.

## WHAT IF THE COMPANY FAILS TO MEET STANDARDS?

Each failure to notify and report incidents up through the companies Governance procedures which leads to the company in failing to notify our Commissioners to a suspected or actual moderate/severe harm/death/patient safety incident will lead to the Commissioners recovering the cost of the patient's episode of care- or £10,000 if the cost of the episode of care is unknown.

In addition the Care Quality Commission can prosecute the company.

If you have any questions about Duty of Candour you can contact the Governance Team via **0113 2365962**

