



The Duty of Candour

**Communicating when things
go wrong**

A guide for residents, families and carers

This leaflet provides information on the duty of
candour process and what to expect



ROYAL BRITISH LEGION



Duty of candour

- The Royal British Legion aims to provide the highest standards of safe and person-centred care to residents.
- Most residents are happy with the care they receive, but we realise that on rare occasions, due to the nature and complexity of care, things don't always go to plan and a resident can be harmed despite our best intentions.
- We make sure we use the opportunity to learn and to prevent harm happening.
- This leaflet explains the duty of candour process and what you should expect from the Royal British Legion.



What is the duty of candour?

The care homes staff team will talk with you openly throughout your care. The duty of candour is a formal requirement to be open and honest with a resident if they have suffered harm. This means that if you experienced any unexpected or unintended harm during your care we will:

- Tell you about it
- Apologise
- Investigate
- Give an open explanation of what happened

What can I expect?

- A member of staff will speak to you honestly and openly as soon as possible after the event to discuss what happened, your condition and your ongoing care plan.
- All of the facts may not be clear at this time so staff may not be able to answer all of your questions until we have investigated. However, we will keep you updated and try to answer any questions that you may have as best as we can.
- If you are not in a condition to receive the information, for example if you are too ill or recovering from treatment, staff will inform your next of kin or the person named by you in your care plan.
- You can involve family members or carers in these discussions.
- You will be treated with dignity and respect and you will receive an apology.
- You can expect to be involved in and contribute to decisions made about your care.
- You will be given a named person to speak to about any further queries or concerns. This will normally be a senior member of staff.
- We will investigate what went wrong and you will be informed about the findings.
- You can expect confidentiality.



Should I have someone with me when staff are talking to me about what happened?

It is recommended that you do choose someone to support you during the discussion. This should be somebody that you are comfortable with, can talk to easily and who you do not mind hearing personal information.

Please let us know if you wish somebody to be with you for the discussions. An advocate can be arranged for you if required.



How should I prepare for a duty of candour conversation?

Before the conversation you may find the following advice helpful:

- Think about what questions you have in relation to: what has happened, your condition and your ongoing care and support.
- Write down any questions or issues that you would like to raise.
- Think about who you would like to have with you to support you.
- Think of what things may assist you moving forward.

What happens next?

- Further meetings may be necessary if all of the information you need is not available.
- We will tell you our findings and offer you a copy of any report.
- If you are not satisfied with your care, or your concerns have not been addressed, you have the right to make a complaint. In the first instance please contact **CareServicesAdmin@britishlegion.org.uk**
- Further information on the duty of candour is available from the care home.



