

Being Open When Things Go Wrong

**Duty of
Candour**

**Case
Studies**

Overview

**What to do
if
something
goes wrong**

What are we going to cover;

- The HCPC
- Duty of Candour
- Professional vs Statutory Candour
- What to do if something goes wrong
- Barriers to being honest
- Do's and don'ts of apologising
- Case studies
- Take home messages

Standard 8

Who are the HCPC?

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The HCPC protect the public by regulating 15 health and care professions in the UK.

1. Set standards for education, training and practice
2. Approve programmes which professionals must complete to be registered
3. Keep a register of professionals who meet their standards
4. Take action if professionals on their register do not follow their standards

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Standard 8

Who are the HCPC?

Standard 8

Standard 8 of the standards of conduct, performance and ethics detail;

- Openness with services users and carers
- Dealing with concerns and complaints

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Standard 8

Who are the HCPC?

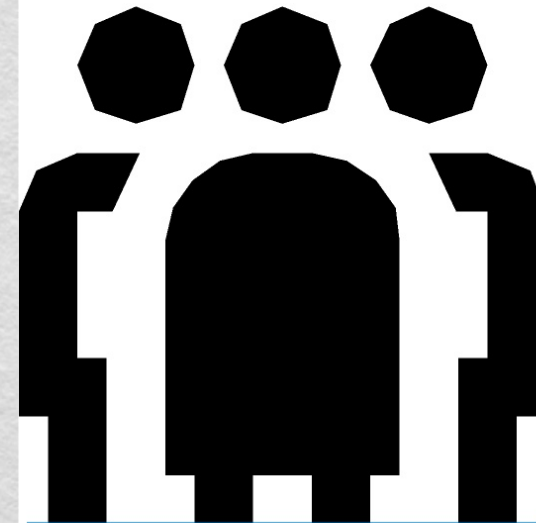
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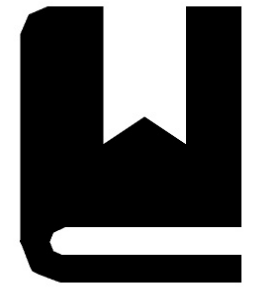
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Duty of Candour



**Professional
vs statutory
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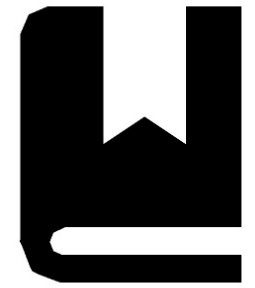
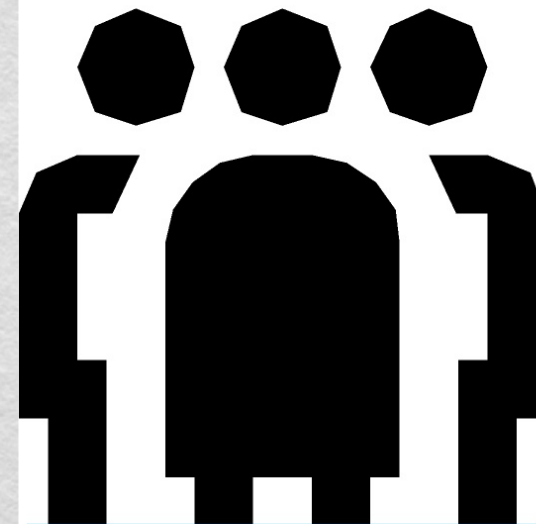
**What is the
duty of
candour?**

Duty of Candour

The duty of candour is the general duty registered professionals have to be open and honest with service users and carers.

There are two types of candour:

1. Professional
2. Statutory



Duty of Candour

**Professional
vs statutory
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**What is the
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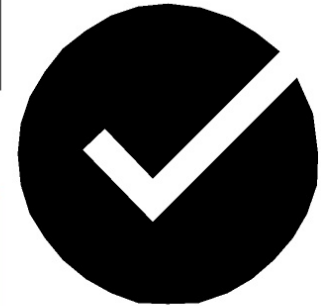
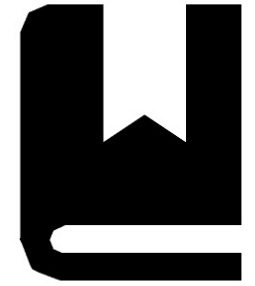
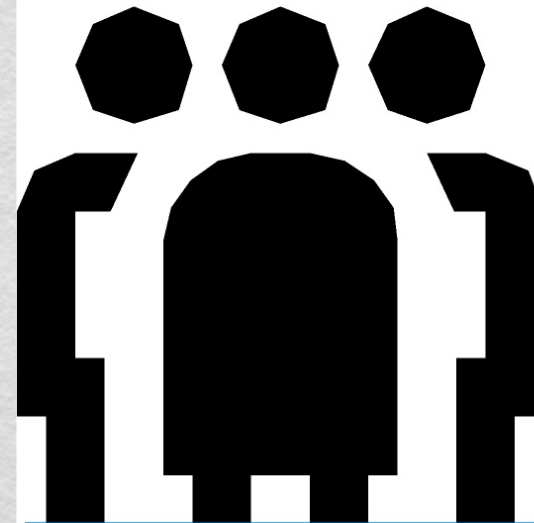
Professional vs Statutory Candour

Professional Candour

Duty as a professional to be open and honest.
Regulated by organisations specific to professions.

Statutory Candour

Legal duty to be open and honest.
Specific requirements for certain situations.



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What to do when things go wrong

Do's and Don'ts

Barriers to being honest

Apologising

Step by step

What to do when things go wrong





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Step by step

Apologising

- Apologising is acceptance that a patient or service users situation is less than ideal
- Apologising is not necessarily an acceptance of guilt/blame/responsibility
- Mistakes happen
- Defending ourselves is natural - taking a breath and apologising can de-escalate the situation



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Step by step

Barriers to being honest

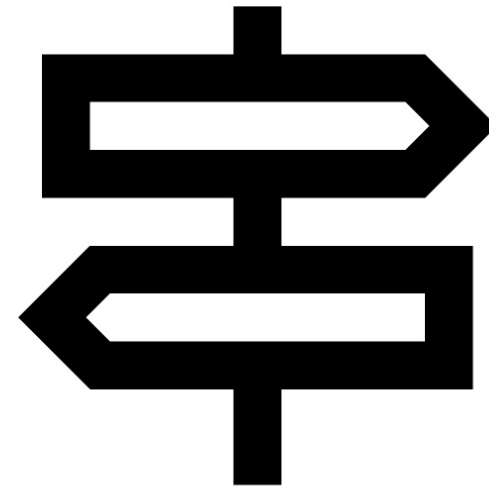


Fear of litigation

Being judged or criticised

Annoying seniors or supervisors

Time



What to do when things go wrong

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Step by step

Do's and don'ts when apologising



Take time and be sincere

I'm very sorry that 'x' has happened

We are truly sorry about the distress caused



I'm sorry you feel/took it that way

I'm sorry but...

We're sorry if you're offended



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Case Studies

1. Mrs X has been admitted to hospital after a stroke. She has been seen by SLT and put on IDDSI Level 2 'Mildly thick' fluids. Mrs X requires nutrition support and so you have prescribed her ONS. When you review Mrs X you are informed she has aspirated on her supplement. You then realise you prescribed a supplement that is IDDSI Level 1 'Slightly thick'. What do you do?

2. You are preparing for your upcoming general clinic when you realise admin has booked two patients in for one appointment. Mr Y has been on the waiting list for 2 months. The next available appointment is in 3 weeks. You must call Mr Y to rearrange his appointment. What do you say?

**Today's
takeaways**

Take home messages

It is really important to be open and honest with patients and carers when something goes wrong.

Everyone makes mistakes, it is how you deal with those mistakes that is most important.

Apologising is accepting that something could have been done better, not necessarily that it is your fault.

Always try to think about the situation from the patients perspective.

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